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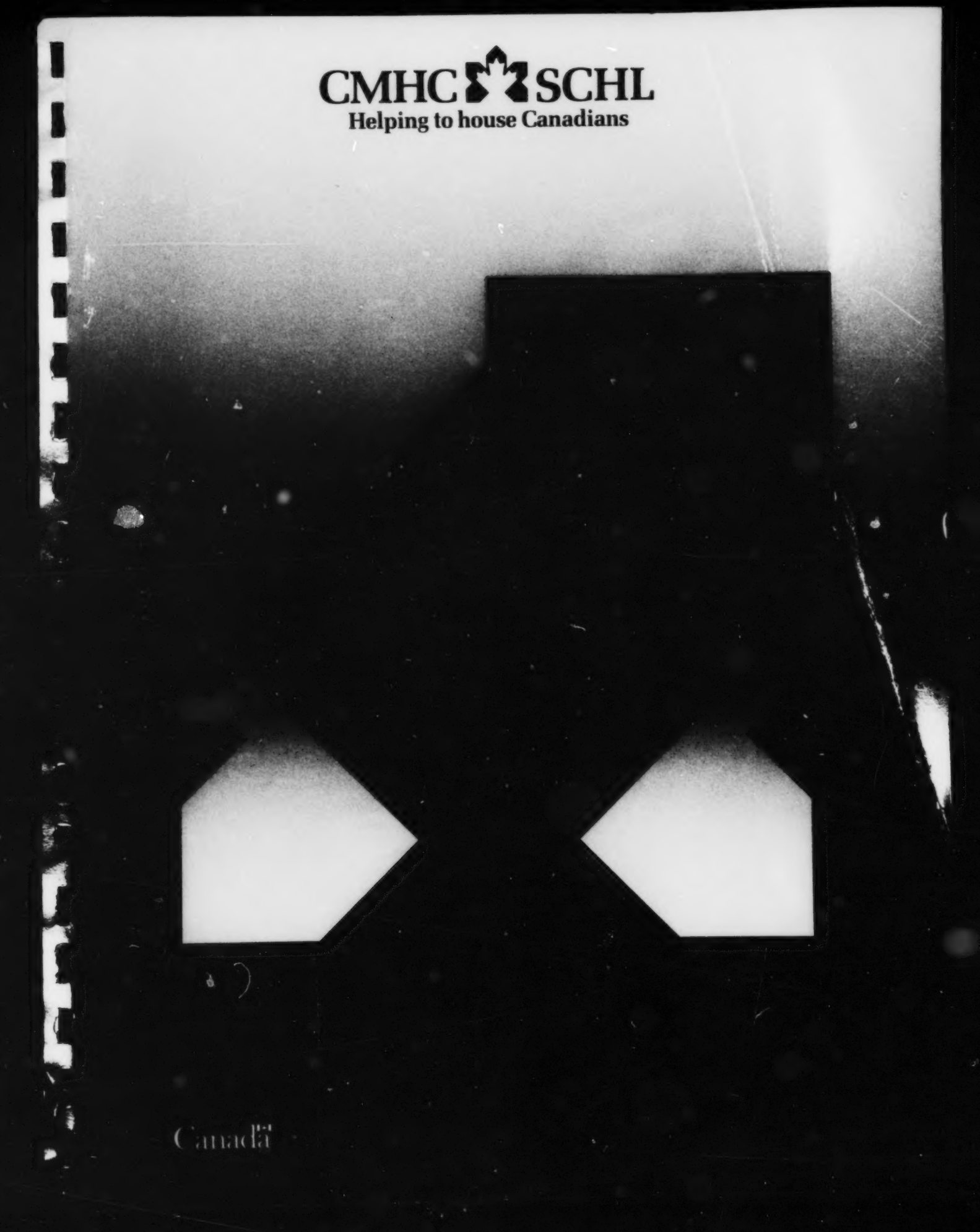

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The Relationship between Newcomer Tenants and their Landlords

Prepared by Prairie Research Associates Inc.

for Lawrence Whytehead
Manitoba Interfaith Immigration Council Inc.
1991

CMHC Project Manager: Richard Goatcher

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EXTERNAL RESEARCH PROGRAM - REPORT ABSTRACT

PROJECT: **THE RELATIONSHIP BETWEEN NEWCOMER TENANTS AND THEIR LANDLORDS**

SUBMITTED BY: Manitoba Interfaith Immigration Council Inc (MIIC) to the CMHC External Research Program (ERP). Research document was produced by Prairie Research Associates Inc. (PRA) under contract to MIIC.

The primary objective of the research project was to identify significant variables affecting the working relationship between newcomer-tenants and landlord/caretakers and recommend methods to assist in reducing and avoiding this type of conflict. The research applied an ethnographic approach, involving qualitative "discussions" between researchers and various groups. The research conclusions centred on two specific groups: the newcomer tenants and the landlords. The findings of the tenant interviews highlighted the importance and effects of the inability to communicate, especially regarding lease agreements and condition reports. The newcomer tenant problems reported by landlords included multiple tenancy, cleanliness standards, noise and lease violations; attributed largely to lack of adequate understanding and knowledge. As series of recommendations and guidelines were developed, with specific implications for settlement agencies, the refugee settlement unit of Employment & Immigration Canada, Manitoba Landlord & Tenant Affairs, landlords, and ethno-cultural organizations.

THE RELATIONSHIP BETWEEN NEWCOMER TENANTS AND THEIR LANDLORDS

Summary

1. Objective of the Research

The research examined the prevalence and nature of disputes among newcomer-tenants and attempted to identify practical and ethno-cultural factors which affect or impair this relationship. The project's primary objective was to identify significant variables affecting the working relationship between newcomer-tenants and landlord/caretakers and recommend methods to assist in reducing and avoiding this type of conflict and promote cultural understanding.

2. Research Methodology

The research applied an ethnographic approach, involving qualitative "discussions" between researchers and various groups. Data were obtained through in-person interviews, involving four language groups (Farsi, Spanish, Vietnamese, and Polish). A total of 67 interviews were conducted and additional focus groups were undertaken with selected respondents from each group. Focus groups were conducted by interviewer/interpreters with support of the consultants (PRA).

Interviews were also conducted with 17 landlords/property managers. The questions probed the same issues as those for newcomers, providing comparable information from two different perspectives.

Group meetings were also held involving settlement counsellors, private/church sponsors, Canada Employment and Immigration Commission and PRA/MIIC research staff.

3. Conclusions

The research conclusions centred on two specific groups: the newcomer tenants and the landlords.

Tenants

Housing quality was identified as the most significant issue among all four groups. The majority of respondents, stated that condition reports had not been completed upon moving into their residence. Most understood that causing damage would result in the loss of deposit. The majority were unaware of multiple tenancy regulations. A concern related to the issue of poor housing conditions was that of uncooperative or unresponsive building managers. The findings of the tenant interviews highlighted the importance and effects of the inability to

communicate, especially regarding lease agreements and condition reports. The shortage of interpreters was perceived by the tenants as a responsibility of the settlement agencies.

Landlords

The majority of the landlord respondents expressed general satisfaction with the settlement agencies. Problems experienced with tenants included multiple tenancy, cleanliness standards, noise and lease violations. The problems were attributed to both the lack of adequate understanding and knowledge, as well as the deliberate violation of understood regulations. The main factor which separated these groups from low-income tenants in general was the inability to adequately communicate and explain problems.

4. Recommendations & Guidelines

The research project's recommendations were divided into five categories relating to the following groups:

- Settlement Agencies,
- Refugee Settlement Unit: Employment & Immigration Canada,
- Landlord & Tenant Affairs - Province of Manitoba,
- Landlords,
- Ethno-cultural Organizations.

Settlement Agencies

. Interpreter support is a priority. Each agency must ensure access to interpreters to solve day-to-day problems encountered in the first year.

. Agency staff need improved training. They require a sound grasp of the main problems and need to know where expertise exists.

. Resources available to settlement agencies must increase to allow them to hire and train full-time counsellors.

. Agencies such as MIIC should act as resources to church sponsors by including Church representatives in regular discussions of problems, and by sharing information through informal memos, newletters, and group meetings.

. Orientation sessions should be revised to improve the levels of support and enhance the flow of information to newcomers. Newcomers should have advocates (friends) to turn to for advice, with volunteers providing a critical support resource.

. Close links with the ethno-cultural community should be encouraged to assist in identifying potential volunteers for

newcomer supports, with the settlement agencies functioning as the "hub" of the network for the newcomers.

Refugee Settlement Unit - Employment & Immigration Canada

. The Refugee Settlement Unit should move away from a contribution type program, involving tight regulatory controls, to a grant program where the recipient is given discretion to to spend funds as desired. This would involve a purely financial support system, abandoning the separation of housing and other assistance.

. The Unit should work with settlement agencies to ensure that newcomers receive consistent information. Expectations regarding opportunities for employment in one's profession should be carefully explained. Multiple tenancies, for example, could be encouraged within the framework of standard leases and government regulations.

Landlord & Tenant Affairs (Prov. of Manitoba)

. Standard leases and condition reports should be translated.

. Landlords should benefit from an orientation on the special needs of newcomers.

Landlords

. Applications for tenancy should cite a contact for interpreter services. An interpreter should be present when rental agreements are being made, especially to ensure that the requirements of the lease are well-understood and that the condition report and its implications are fully comprehended.

. Landlords who lease to newcomers need to be proactive in maintaining a close relationship with settlement agencies.

Ethno-cultural Organizations

. Ethno-cultural organizations have a special responsibility in assisting newcomers through interpreter and support services to assist in housing problems. These groups can provide advice to settlement agencies and government on special problems.

. A volunteer interpreter program is required to assist newcomers in dealing with daily problems such as communications between landlord and tenant. Government could take a lead role in motivating the ethno-cultural groups in assisting with the settlement of newcomers.

RELATIONS DES NOUVEAUX ARRIVANTS LOCATAIRES AVEC LEURS PROPRIÉTAIRES

Résumé

1. Objectif de la recherche

La recherche a porté sur la fréquence et la nature des conflits parmi les nouveaux arrivants locataires et a essayé de relever les facteurs pratiques et ethnoculturels qui affectent ou détériorent cette relation. L'objet premier du projet était d'identifier les variables importantes agissant sur les relations de travail des nouveaux arrivants locataires avec les propriétaires ou concierges et de recommander des méthodes pour aider à réduire ou à éviter ce type de conflit et promouvoir la compréhension entre les cultures.

2. Méthodologie de la recherche

La recherche a utilisé la méthode ethnographique, intégrant des discussions qualitatives entre les chercheurs et divers organismes. Les données ont été recueillies par le biais d'entrevues personnelles, au nombre de 67, dans quatre groupes linguistiques (farsi, espagnol, vietnamien et polonais). De plus, des répondants, choisis dans d'autres groupes cibles, ont été interviewés par des interviewers ou interprètes avec le soutien de consultants (PRA).

Dix-sept (17) propriétaires ou gestionnaires d'ensemble ont été interviewés. Les questions qui leur étaient posées exploraient les mêmes problèmes que ceux qui se posaient aux nouveaux arrivants, et des renseignements comparables ont été obtenus de deux perspectives différentes.

Des réunions de groupe ont aussi été tenues avec les conseillers d'établissement, les organismes de parrainage privés et paroissiaux, la Commission d'Emploi et Immigration Canada et les chercheurs du PRA et du MIIC.

3. Conclusion

Les conclusions de la recherche ont porté sur deux groupes spécifiques : les nouveaux arrivants locataires et les propriétaires.

Locataires :

La qualité du logement est le principal problème relevé dans les quatre groupes. La majorité des répondants ont indiqué que lorsqu'ils ont emménagé, les rapports d'état des lieux n'avaient pas été remplis. La plupart de ces locataires

avaient compris qu'ils perdraient leur dépôt s'ils endommageaient leur logement. La majorité ignoraient les règlements de l'occupation multiple. En même temps que les mauvaises conditions de logement on a mentionné que les gestionnaires d'ensemble étaient peu coopératifs et insensibles. Les conclusions des entrevues avec les locataires ont fait ressortir l'importance et les effets de l'impossibilité de communiquer, spécialement dans les cas de contrats de location et de rapports d'état des lieux. Les locataires percevaient le manque d'interprètes comme une négligence de la part des agences d'établissement.

Propriétaires :

La majorité des propriétaires répondants ont exprimé leur entière satisfaction à l'égard des agences d'établissement. Les problèmes qu'ils éprouvent avec les locataires sont l'occupation multiple, les normes d'hygiène, le bruit et les violations des conditions du bail. Les problèmes ont été attribués aussi bien au manque de compréhension et de connaissances adéquates, qu'à la violation délibérée des règlements. Le facteur essentiel qui séparait ces groupes des locataires à bas revenu était généralement l'incapacité de communiquer convenablement et d'exposer les problèmes.

4. Directives et recommandations

Les recommandations du projet de recherche ont été réparties en cinq catégories reliées aux groupes suivants :

- agences d'établissement,
- service d'établissement des réfugiés : Emploi & Immigration Canada,
- Landlord & Tenants Affairs (relations locataires propriétaires) - Province du Manitoba,
- propriétaires,
- organisations ethnoculturelles.

Agences d'établissement

. Le soutien de services d'interprètes est une priorité. Chaque agence doit assurer l'accès aux interprètes pour résoudre les problèmes quotidiens rencontrés au cours de la première année.

. Le personnel de l'agence doit recevoir une meilleure formation. Il lui faut bien saisir les principaux problèmes, et savoir où trouver les connaissances spécialisées.

. Les agences d'établissement doivent obtenir plus de ressources pour leur permettre d'engager et de former des conseillers à temps plein.

. Les agences, telles le MIIC, doivent agir comme spécialistes auprès des organismes de parrainages paroissiaux en demandant aux représentants de ces organismes de participer aux discussions régulières des problèmes, et en partageant les informations par le biais de notes, de bulletins, et de rencontres de groupe.

. Les sessions d'orientation doivent être révisées pour améliorer les niveaux de soutien et accroître l'information fournis aux nouveaux arrivants. Ceux-ci doivent pouvoir demander conseil à des défenseurs (amis), et à des volontaires qui leur apportent du soutien au moment critique.

. Des liens étroits avec les communautés ethnoculturelles doivent être encouragés pour permettre d'identifier des volontaires éventuels pouvant offrir du soutien aux nouveaux arrivants, les agences d'établissement faisant office de centre du réseau pour ces arrivants.

Service d'établissement des réfugiés - Emploi et Immigration Canada.

. Le service d'établissement devrait s'éloigner du type de programme de contributions, dont les contrôles réglementaires sont très serrés, pour se rapprocher d'un programme de subventions où l'on accorde au bénéficiaire la discrétion de dépenser les fonds à sa guise. Cela n'exigerait qu'un système de soutien financier, sans faire de distinction entre le logement et les autres formes d'aide.

. Le service devrait collaborer avec les agences d'établissement pour s'assurer que les nouveaux arrivants reçoivent des renseignements pertinents. Il faut aborder prudemment les possibilités d'emploi dans leurs professions. On pourrait par exemple, encourager la location multiple dans le cadre des contrats de location ordinaires et des règlements gouvernementaux.

Landlord & Tenants Affairs (Relations propriétaires locataires. Province du Manitoba)

. Les contrats de location ordinaires et les rapports d'état des lieux doivent être traduits.

. Les propriétaires doivent assister à une séance d'orientation sur les besoins spéciaux des nouveaux arrivants.

Propriétaires :

. Les demandes de location de logement devraient indiquer une personne-ressource pour les services d'interprètes. Un

interprète doit être présent lors de la signature du bail, pour s'assurer essentiellement que le nouvel arrivant comprend bien les conditions, le rapport d'état des lieux et ses implications.

. Les propriétaires qui louent aux nouveaux arrivants doivent être proactifs en maintenant des relations étroites avec les agences d'établissement.

Les organisations ethnoculturelles :

Les organisations ethnoculturelles ont la responsabilité particulière d'aider les nouveaux arrivants par le biais de services d'interprètes et de soutien qu'elles leur offrent pour les aider à trouver un logement. Ces organisations peuvent fournir des conseils aux agences d'établissement et au gouvernement sur des problèmes spéciaux.

Un programme d'interprètes volontaires est requis pour aider les nouveaux arrivants à résoudre leurs problèmes quotidiens, tels la communication entre propriétaires et locataires. Le gouvernement pourrait prendre l'initiative de motiver les organisations ethnoculturelles en facilitant l'établissement des nouveaux arrivants.

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EXECUTIVE SUMMARY

INTRODUCTION

The need for research on the factors affecting the relationship between newcomer-tenants and landlords was precipitated by situations observed by the staff of the Manitoba Interfaith Immigration Council Inc. (M.I.I.C.) In the course of delivering housing services, the staff has often been required to act as mediator in the resolution of conflicts which have occurred between newcomer-tenants and their landlords or building managers.

Causes attributed to the disputes have been perceived in various ways. They may be due to inadequate communication of information regarding expectations, insufficient knowledge of legal rights and responsibilities on the part of both landlords and tenants, cultural misunderstanding, or discrimination.

Based on these observations, M.I.I.C. proposed that research be conducted which would examine the prevalence and nature of disputes among newcomer-tenants and their landlords and would identify practical and ethno-cultural factors which may affect and/or impair this relationship. The primary objective of the research is to identify the significant variables which affect the working relationship between newcomer-tenants and their landlords/caretakers, in order to recommend methods which might assist in reducing and, if possible, avoiding this type of conflict and subsequently promote cultural understanding.

This report presents the practical, ethno-cultural and linguistic factors specific to the four language groups. The factors presented are seen as impinging on the tenant and landlord/caretaker working relationship from the perspective of both the tenants and landlords.

RESEARCH METHOD

Due to the exploratory nature of this research, methodological techniques based on an ethnographic approach were applied. This involves qualitative "discussions" between the researcher and a group, designed to provide an intended audience with a grounded understanding of a particular phenomenon. In this case, the phenomenon was the difficulties which exist between newcomers and landlords.

The data were obtained through in-person interviews in the first language of the four language groups - Farsi, Spanish, Vietnamese and Polish. Interviewers who were competent in both English and their first language were hired. The interviews were conducted in the first languages and then translated back into English. A total of 67 interviews were conducted. As well, focus groups were undertaken with selected respondents from each of the four language groups. The focus groups were conducted by the interviewer/interpreter of each language group with the support of the consultants.

Interviews were also conducted with 17 landlords/property managers. With the exception of two telephone interviews, the interviews were conducted in-person by the consultants. The questions probed the same issues as those for newcomers to provide comparable information from two differing perspectives. A focus group was conducted with landlords as well.

Group meetings were held with settlement counsellors, private/church sponsors, and Canada Employment and Immigration Commission (C.E.I.C.). These meetings were designed to provide additional insight and supplement the information received from tenants and landlords.

As well, a final meeting was held with all of the interviewers/interpreters and settlement counsellors involved in the research. This meeting was held at M.I.I.C. and was conducted by Prairie Research Associates. This meeting verified the findings and ensured that the information was complete.

The ethnographic method used in this research emphasizes a process of multiple interviews, re-interviews, and meetings to confirm the facts. With immigrants and refugees, a standardized questionnaire and large sample are inappropriate. Through the use of multiple lines of evidence, interviews in the newcomers' language, and extensive de-briefings as well as meetings and interviews with agency and government representatives, we were able to derive a consensus of the major problems facing newcomer tenants. On this basis, our findings and recommendations are based on information which is generally accepted as valid.

CONCLUSIONS

Tenants

A substantial percentage of Polish and Spanish-speaking respondents (47.5% and 33.3% respectively) were not aware of the requirement of providing notice or the sufficient time period required in order to provide adequate notice.

Contrary to the opinion of the majority of the landlords interviewed, 36.4% of the respondents stated that a condition report had not been completed upon moving into their residence. A larger percentage (47.1%) stated that they did not possess a copy of a completed condition report.

The majority of respondents understood that causing damage to their apartment would result in the loss of their deposit. However, a substantial proportion of respondents did not mention that inadequate cleanliness standards could also result in deposit loss. This finding is significant. The opinion of the landlords interviewed is that the majority of deposits are withheld due to an insufficient standard of cleanliness.

The findings indicate that while the majority of respondents (76.2%) were aware of noise regulations, many Spanish-speaking and Iranian respondents (37.5% and 33.3% respectively) were unaware of these regulations. In addition, while the Vietnamese tenants interviewed

stated that they had not had problems with regard to noise violation, they were aware of other tenants in their community having problems with the landlord or being evicted due to noise violations.

The majority of the respondents were unaware of multiple tenancy regulations. This was particularly evident with the Vietnamese and Polish respondents. Similarly, the respondents did not know by what percentage the landlord could legally raise their rent and they were not aware of Landlord and Tenant Affairs.

The issue of housing affordability was most frequently mentioned by the Spanish-speaking and Polish respondents. The issue of the location of accommodation was equally important to all four respondent groups. Of particular concern was being informed of and locating in the "good" (versus "bad") residential areas.

Based on the analysis of the interview findings, housing quality was the most significant issue for all four respondent groups. This issue was frequently stated in response to housing related items as well as questions pertaining to general or common problems. A concern related to the issue of poor housing conditions was that of uncooperative or unresponsive building management. The Spanish-speaking and Iranian respondents stated that they had experienced problems with their landlords.

The importance and effects of the inability to communicate were evident throughout the interview findings. While the majority of the respondents stated that they could communicate in English with their landlord, the findings indicated that many of the problems with the conditions of their residences remained unsolved and that important documents including lease agreements and condition reports were not understood by tenants. This indicates that inadequate communication remains a significant problem. In addition, there were numerous respondents who reported that interpreters had not been present when leases were signed and reports were or were not completed.

A shortage of interpreters is one of the areas which is perceived as a responsibility of the settlement agencies. In addition, respondents identified that newcomers required housing information, additional orientations as well as education, employment, social services, basic insurance, income tax and banking information which is a need that settlement agencies could address.

Finally, it is evident that ongoing service support and delivery by settlement agencies should be a priority.

Landlords

Based on the interview findings, the majority of respondents expressed satisfaction with the settlement agencies. Similarly, approximately 95% of the tenants referred to the landlord respondents by the settlement agencies were considered satisfactory. Opinions of those landlords who attended the focus group suggested that only 5% of newcomer tenants created problems. Problems experienced by the respondents included multiple tenancy, cleanliness

standards, noise and lease violations. These problems were attributed to the lack of adequate information and knowledge, as well as the deliberate violation of understood regulations.

While approximately half of the respondents indicated that these issues were specifically newcomer related problems, the remainder suggested that there was no difference regarding the nature or frequency of these issues with this population, when compared to other low income tenant populations. The factor which distinguished these populations was the inability to adequately communicate and explain the problem. Some respondents suggested that for newcomer populations, problems were created as a result of a lack of knowledge, while for Canadian-born low income groups the problems were caused by irresponsible tenants.

There were some inconsistencies in the findings in that the landlords interviewed frequently responded differently on a general item compared to a specific interview item. These inconsistencies were evident with the items pertaining to general rental procedures, lease violations, level of understanding by tenants on condition reports, damage deposits and cleanliness standards. The level of inconsistency in the findings may be the result of two factors. The first is related to the specific item having the function of activating respondent recall more effectively than a general question. In responding to a general question, some respondents will not have immediate recall of specific issues which may be recalled in subsequent specific questions. Further, the respondents often did not distinguish between the general newcomer tenant population and the segment of that population which were referred to when specific problems were discussed. Subsequently, the responses may differ in reference to the general population as opposed to a segment of that population.

With reference to issues related to requiring additional information and orientation, the respondents indicated that there was a need for instruction on Canadian cleanliness standards, ongoing support services after placement, explanation of general housing and rental issues, and augmenting interpreter services.

RECOMMENDATIONS AND GUIDELINES

Settlement Agencies

- **Interpreter support is a priority.**

  A consistent theme throughout this research is that interpreters greatly facilitate communication between landlords and newcomers. Each agency must ensure access to interpreters to solve day-to-day problems encountered in the first year.

- **Agency staff (i.e., settlement counsellors) need improved training.**

  There are many details relating to settlement and it is very challenging to become familiar with all services. We are not suggesting that counsellors become experts in all settlement matters, but they need a sound grasp of the main problems and need to know where expertise exists. Based on comments from newcomers, many counsellors they encounter (from settlement agencies, government and other organizations) are unable to provide sufficient knowledge of housing services, regulations, and available programs.

- **Resources available to settlement agencies must increase to allow them to hire and train full-time counsellors.**

  Current wage levels and hours of work are inadequate to hire counsellors who can make a long-term commitment. Without the stability of better paying employment and full-time hours, counsellors will not be able to acquire the knowledge to assist newcomers.

- **Agencies (M.I.I.C., International Centre, and Manitoba Immigrant Access Service) should act as resources to church sponsors by:**

  - **including Church representatives in regular discussions of problems;**
  - **sharing information through informal memos, newsletters, group meetings etc.**

  Private sponsors are an integral aspect of settlement. They are a critical source of funding and volunteer support for the government and settlement agencies. However, as a result of interviews and group discussions we believe that some private sponsors encounter difficulty in meeting the needs of newcomers. Comments were received from newcomers who had been sponsored by private agencies that the advice and assistance received from these agencies was insufficient. Typical complaints included location of newcomers away from language training and a lack of knowledge of the institutional and legal frameworks for settlement and housing.

- **Orientation processes should be revised to:**

  - **extend for several months after a newcomer has left the hostel;**
  - **provide informal (and voluntary) discussion groups for newcomers to talk about problems;**
  - **reduce the volume of written information which is presented at the outset: materials should be in an organized and concise format;**
  - **prepare materials for different levels of education and experience.**

Reactions during the focus groups confirmed the value of group discussions to resolve problems. Several comments were received during and after the focus groups that the format of a group of 8 - 10 persons discussing mutual concerns provides a positive forum for exchanging information.

- **Each newcomer should have an advocate (friend) to turn to for advice. A more personal relationship is needed during as well as after the initial process of settlement.**

Several interviews underscored the loneliness which confronted many newcomers, especially single men and women. Settlement agencies and the ethno-cultural communities have considerable potential for reducing settlement problems by pairing newcomers with members of the ethno-cultural community who are more established in Canada. These "buddies" or "hosts" require training to ensure that they are suitable for this task and also to ensure they have basic information on how to resolve difficulties. It would also be very useful if the ethno-cultural hosts spoke English sufficiently well to provide interpreter services to assist in the relations with landlords and others.

- **Volunteers are a critical resource for newcomer support.**

Settlement agencies survive on a combination of grants and fees for service. An important element of non-financial support is a strong volunteer base. Settlement agencies must place a high priority on developing and training a volunteer base to support newcomer services.

Volunteers are not without cost. To recruit, train, motivate, and organize volunteers is a complex management task. Before recruitment is started, a clear role for volunteers is essential. Specifically we suggest the following roles for volunteers:

- Members of the ethno-cultural community can be approached to act as "hosts";
- Volunteer interpreters can assist in relations with landlords, government and prospective employers;
- Orientations can be provided by volunteers who can show newcomers how to deal with common everyday problems. Care must be taken in this task not to "talk down" to newcomers and to ensure that advice is appropriate. Volunteers can demonstrate appliances, share hints for the home, and provide orientation driving tours of Winnipeg to assist newcomers gain an understanding of the city.

- **Close links with the ethno-cultural community should be encouraged to assist in identifying potential volunteers for newcomer supports.**

  A number of key "facts" must be stressed to all newcomers.

  - The importance of understanding written documents and the signature which validates such documents;
  - The importance of the lease and the condition report needs to be constantly emphasized. Vignettes and case studies might help.

- **Settlement agencies must accept that they will likely function as the hub of the network for newcomers.**

  It is not reasonable to expect that newcomers will approach other provincial or federal agencies (aside from C.E.I.C.). The settlement agencies will serve as a reference point for a broad range of needs. Planning and cooperation among agencies will be required to maximize the services rendered to newcomers.

<u>Refugee Settlement Unit - Employment and Immigration Canada</u>

- **The Refugee Settlement Unit should move away from a contribution type program, where allowable amounts spent on rents and other expenses are tightly controlled, to a grant program, similar to Unemployment Insurance. The recipient should be given the discretion to spend funds as he or she chooses.**

  This recommendation is controversial. All newcomers favoured this approach. Landlords were split on the idea, with some preferring to receive rents directly from the government, and others stating that newcomers should be able to manage their own funds. The present framework used by the Refugee Settlement Unit splits their resources between counselling and enforcement of rules. Determining appropriate accommodation by restricting levels of rent may prevent a small number from living beyond their means, but it also alienates and antagonizes the majority who believe they are able to make these basic adult decisions for themselves. Specifying how many times a newcomer may move, the level of rent allowed, the number of moves allowed, disallowing room-mates, etc. confuses an enforcement role with a counselling role.

  A consequence of the enforcement approach is that most refugees view the Refugee Settlement Unit as a location to obtain money and not as a resource to assist in settlement. This has the unfortunate result in maintaining the view that government is something to outwit rather than a resource for assisting the newcomer. Some newcomers also may react negatively to the enforcement role of government in light of their previous experience.

- **Consideration should be given to a purely financial support system (i.e., do not designate housing allowance separate from total financial support).**

  Following on the previous comments, our recommendation is that there should be no separation of predetermined housing allowances from total assistance received. In some cases, there may be concern about the ability of newcomers to initially manage the complexities of urban Canadian life. In these cases, limited controls on spending may be warranted, but the objective should be to remove these at the earliest opportunity. This can be addressed at the time of orientation along with advice on budgeting.

- **The Refugee Settlement Unit must work closely with settlement agencies to ensure that newcomers receive consistent information.**

  If the role of financial enforcement is reduced, greater opportunities for assisting the counselling function will emerge. This will require greater coordination between the federal government and provincial social services, settlement agencies and private sponsors.

- **Multiple tenancy should be encouraged by the Refugee Settlement Unit within the framework of standard leases and government housing regulations.**

  The "problem" of multiple tenancy is overstated. Everyone interviewed corroborated the existence of apartments where many single individuals resided together. Reports of 8 - 12 single individuals living in a two bedroom apartment were reported from enough independent sources to lend credibility to the phenomenon.

  That being said, it is also likely that the incidence of extreme multiple tenancy is probably quite rare. It is much more common to find 4 - 6 individuals sharing an apartment. Often we were told that refugees find security in living in groups as a way of dealing with immediate past experiences. Although this may be the case, it is more likely that economic circumstances encourage this doubling. There is nothing different between a group of single newcomers sharing apartments and North American university students sharing housing.

  Accordingly, in our view, the issue of multiple tenancy is one for landlords to deal with in the terms of the lease, and for the provincial and city housing departments within the terms of health and safety regulations. We do not believe it is germane to the allowances provided by the Refugee Settlement Unit.

- **"Expectations" need to be more carefully explained at the outset to ensure that newcomers are rapidly acquainted with Canadian reality, especially in respect to prospects for professionals becoming employed in their field.**

  Frustrations with housing often disguise other problems. Throughout the interviews and the focus groups, some newcomers expressed bitterness at what was reported to

be misleading information about the availability of work. Professionals especially expressed resentment over the information provided prior to arrival in Canada about the relative ease with which their professional qualifications would allow them to work in Canada. The inability of these individuals to secure work generally or in a field related to their educational training coloured all aspects of the settlement in Canada. While these individuals expect to become financially independent and secure quite rapidly, they were shocked by the reality of longer term dependency.

Landlord and Tenant Affairs (Province of Manitoba)

- **Standard leases and condition reports should be translated.**

  A common problem is language. We strongly suggest that key documents, in particular a standard lease and a standard condition report be translated into all languages required. Both an English (or French) and translated lease could be signed with the English (or French) as the legal document. It is much more likely that a newcomer will retain documents in their own language and further that the importance of these documents will be more readily apparent.

  The province should provide a translation service for landlords to translate special caveats included in the standard lease.

- **Landlords should benefit from orientation on the special needs of newcomers.**

  Generally there was good support for newcomers among the landlords interviewed. It was apparent that some misinformation existed about cultural differences. Our conclusions are that cultural differences are minor, and that most of the problems encountered by newcomers relate to language and low income. Support for landlord seminars should be provided to inform them of existing services, provide advice in working with newcomer tenants, and to encourage them to become acquainted with the recent backgrounds of refugees to promote greater understanding.

Landlords

- **Applications for tenancy should cite a contact for interpreter services.**

  Landlords believed this to be a very useful idea. Most did not know how to start this practice. Clearly, the existence of volunteers to act as hosts and interpreters is needed. One task in developing the volunteer system is to increase contact between settlement agencies and landlords, both individually and through their associations.

- **An interpreter should be present when rental arrangements are being made, especially to ensure that the requirements of the lease are well-understood and that the condition report and its implications are fully comprehended.**

  A key role of the host interpreter is to facilitate initial leasing arrangements and to assist in resolving difficulties as they arise. The presence of an interpreter when leasing arrangements are being made would reduce misunderstandings later. The issue of cleanliness needs to be much more clearly explained. Interpreters can play an important role in explaining rules/regulations about cleanliness.

- **Landlords who lease to newcomers need to be proactive in maintaining a close relationship with settlement agencies.**

  A common problem cited with low income tenants is lease breaking. Because there is a constant flow of newcomers, settlement agencies can facilitate the sub-leasing process and reduce the incidence of lease breaking. As the relationship between settlement agencies and landlords is forged, incidents of lease breaking by newcomers should decline. Over time, the newcomer should become a very desirable tenant because sub-leases are easy to arrange.

Ethno-cultural Organizations

- **Ethno-cultural organizations have a special responsibility in assisting newcomers through interpreter and other support services.**

  Many Ethno-cultural organizations have a low profile in settlement activity. They should be more active in assisting settlement agencies through:

  - provision of interpreters to assist with housing problems;
  - act as a "host" with newcomers;
  - provide advice to settlement agencies and government on special problems which may occur within a newcomer community.

  The experience of Polish newcomers in relation to the other groups clearly attests to the role of a sharing community.

- **A volunteer interpreter program should be started without delay. This program would provide a pool of interpreters to assist newcomers to deal with daily problems such as communications between landlord and tenant.**

  This interpreter "pool" would be similar to a language bank, with the idea that it does not provide legal or emergency services. Rather, it would represent a second level of interpreter services to facilitate the minor, but irksome problems which, if left unattended, breed misunderstanding and long term resentments.

  This service is different from the immediate interpretation required in medical emergencies or court hearings. Rather, it relates to the availability of an interpreter to resolve communications problems between the landlord and the newcomer, or the newcomer and neighbours. This interpreter bank could be closely integrated with the volunteer hosts, or it could be a separate service which is advertised. Also, this service should be responsive to a broad range of government services, settlement agencies, and private sponsors.

- **Government needs to take the lead in motivating the response from the ethno-cultural groups in assisting with the settlement of newcomers.**

  Some ethno-cultural organizations were reported to be reluctant to become involved in assisting the settlement function. The ideal host is someone with economic stability in Canada, but an empathy to the problems of the newcomer. There is a natural interest in starting anew in Canada and a certain amount of distancing from recent arrivals. Those who had become established in Canada, may feel threatened by the recent arrivals who may expect financial and other assistance beyond simply providing information. Also, there is very often major economic, social, political and other differences among newcomers from the same country. Finally, establishing a base in a new country takes time and energy. Even those who have been here for five or ten years may be very busy with several jobs and supporting an extended family.

  These barriers to closer involvement in settlement assistance by ethno-cultural community are important. They do not counter the benefits to be obtained by a closer involvement by these communities.

  As an initial step government should open consultations with the ethno-cultural organizations to explore feasible ways these groups can render assistance.

1.0 INTRODUCTION

1.1 The Research Problem

The need for research on the factors affecting the relationship between newcomer-tenants and landlords was precipitated by situations observed by the staff of the Manitoba Interfaith Immigration Council Inc. (M.I.I.C.) In the course of delivering housing service, the staff often has been required to act as mediator in the resolution of conflicts which have occurred between newcomer-tenants and their landlords or building managers.

The problems recounted by the staff varied in severity. Some problems were related to practical issues including housekeeping standards, maintenance and repairs, noise, cooking practices, and management of utilities. Others included difficulties specifically related to language barriers and refusal of management to show or rent apartments to newcomers.

Similarly, the causes attributed to the disputes have been perceived in various ways. They may be due to inadequate communication of information regarding expectations, insufficient knowledge of legal rights and responsibilities on the part of both landlords and tenants, cultural misunderstanding, or discrimination.

Based on these observations, M.I.I.C. proposed that research be conducted which would examine the prevalence and nature of disputes among newcomer-tenants and their landlords and would identify practical and ethno-cultural factors which may affect and/or impair this relationship. The primary objective of the research is to identify the significant variables which affect the working relationship between newcomer-tenants and their landlords/caretakers, in order to recommend methods which might assist in reducing and, if possible, avoiding this type of conflict and subsequently promote cultural understanding.

The findings of the research will:

- provide information which will supplement that which has been acquired through the work experience of M.I.I.C. staff;
- provide results which may serve as a beneficial resource for M.I.I.C. as well as other organizations which provide resettlement services to refugees;
- provide a basis which will enable M.I.I.C. to improve and refocus their existing housing orientation program, including providing follow-up activities and disseminating important information which will benefit other urban communities.

This report presents the practical, ethno-cultural and linguistic factors specific to each four ethnic groups. These factor are seen as impinging on the tenant and landlord/caretaker working relationship from the perspective of both the tenants and landlords. Recommendations regarding strategies for conflict resolution aimed at alleviating these types of disputes will also be presented.

1.2 Organization of the Report

The next section provides an overview of the literature which focuses on factors affecting the refugee/immigrant adaptation process and offers a context for the research. Section three provides a description of the method used for conducting the research, while sections four to six discuss the findings. Section seven contains the conclusions and provides recommendations and guidelines for settlement agencies, landlords, and others involved in assisting newcomer tenants in adjusting to Canadian life.

2.0 REVIEW OF THE LITERATURE

2.1 Overview

Under the Immigration Act (R.S.C. 1985), persons are admitted to Canada under three categories: family class, Convention refugees and independent immigrants. The definition of refugee is based on the United Nations Convention and Protocol Relating to the Status of Refugees and refers to, " ... any person who by reason of a well-founded fear of persecution for reasons of race, religion, nationality, membership in a particular social group or political opinion (a) is outside the country of his nationality and is unable or, by reason of such fear, is unwilling to avail himself of the protection of that country, or (b) not having a country of nationality is outside the country of his former habitual residence and is unable or, by reason of such fear, is unwilling to return to that country" (Canadian Task Force on Mental Health Issues Affecting Immigrants and Refugees, 1988:4 [hereafter Task Force Report]).

Between 1980-1988, the number of refugee claims increased from 1,600 to 34,353 (Young, 1989). The most recent statistics available from the Department of Employment and Immigration Canada indicate that for the period 1984-1987, the second largest immigrant class at 28.5% was that of Convention refugees (Manitoba Immigration Information Bulletin, Annual Report, 1987). Of these 70.5% were sponsored by the federal government.

In conjunction with the increasing numbers of refugees immigrating to Canada there has been an increasing focus on the effects of immigration on the Canadian economy and social fabric, as well as the ability of the government to provide the necessary settlement services for new immigrants (Young, 1989).

The three classes or categories of immigrants exemplify the different purposes of immigration. The current research is primarily concerned with the category which is referred to as "Immigration for Humanitarian Purposes", or the refugee and those in refugee-like situations. Within this category there are designated classes which are established by regulation to address the needs of displaced or persecuted who may not meet the strict

definition of Convention refugee. Currently, the three designated classes include Indochinese, Self-Exiled Persons, and Political Prisoners and Oppressed Persons (Young, 1989:8).

Since implementation of the Bill C-55 legislation (January, 1989), refugee resettlement in Canada is based on an access criteria which is applied in order to assess refugee entrance. Convention refugees are assessed according to the same ten[1] factors used to select independent applicants with the exception that they do not receive a point rating (Evolution of Canada's Immigration Policy, 1989:14). Under this legislation, eligibility for refugee status is determined on the ability of refugees to adapt successfully to Canadian life and the amount of settlement assistance (governmental or private) which is available to them (Evolution of Canada's Immigration Policy, 1989:14).

There are two stages in the process for claiming refugee status. The first involves a hearing before a two-member panel which determines whether the applicant is entitled to Canada's protection. Referral to the second stage interview and subsequent acceptance by another two-member panel satisfies the eligibility requirements (Evolution of Canada's Immigration Policy, 1989).

Consistent with the principles and intent of Canadian legislation governing immigration and multiculturalism policies, organizations including the Manitoba Interfaith Immigration Council have been established to assist with the resettlement process of government-sponsored refugees. As part of its mandate, M.I.I.C. provides various types of orientations, including those relating to housing and rental issues, to newly arrived refugees.

Since 1987 M.I.I.C. has provided three weeks of initial accommodation for approximately 325 government-sponsored refugees per year. Following this reception period, a housing coordinator and settlement staff assist new clients in securing more permanent housing as well as providing ongoing information and support during the resettlement process. The

[1] The ten factors in the access criteria include: education, special vocational preparation, experience, occupation, arranged employment, age, knowledge of English and/or French, personal suitability, level controls, and relative assistance (Young, 1989).

acquisition of housing, particularly in the form of rental units, requires a specific level of knowledge with regard to landlord-tenant contractual relations and legislation as well as a general understanding pertaining to Canadian culture and customs.

2.2 Scope of the Literature Review

Despite the increasing numbers of refugees and the international scope of the problems these levels of immigration have created for both refugees and the societies which have tried to assist them, research in this area has been sporadic, unsystematic, isolated and cursory (Stein, 1986). Explanations regarding the lack of a scholarly research pertaining to this issue include the absence of a " ... general, historical and comparative perspective that views them (refugee problems) as recurring phenomena with identifiable and often identical patterns of behaviour and sets of causalities" (Stein, 1986:5). Further, it has been suggested that, "Specific refugee situations should not be treated as unique, atypical, individual historical events but rather as a part of a general subject; refugee behaviour, problems, and situations that recur in many contexts, times and regions" (Stein, 1986:5).

In addition, it has been argued that the lack of refugee research has been attributed to the interdisciplinary nature of the subject area. Since the research is not classified under a specific discipline and requires a multidisciplinary approach, refugee research possibilities have been largely "neglected" by researchers and practitioners (Stein, 1986).

The current state of the literature concerning refugees deals with a wide range of areas and is based on a number of perspectives. For the purposes of this research, the literature is neither sufficiently specific nor directly applicable. Although an exhaustive literature search was not conducted, several sources were reviewed including existing C.M.H.C funded research, social science literature on migration and urban planning literature. These did not produce studies which examined the area of refugee tenant and landlord relations. However, the literature on factors affecting adaptation process are reviewed in order to place the research problem within the perspective of the refugee issue and to explore the possibility of these factors impinging on the relationship between refugee tenants and their landlords/caretakers.

Adaptation, Adjustment and Resettlement

The adaptation, adjustment or resettlement process of refugees has been examined from a social, psychological and economic/employment perspective (Nyakabwa, 1989; Indra, 1987; Johnson, 1984; Adelman, 1980). The term 'adaptation' is often used interchangeably with resettlement, adjustment, integration and assimilation in order to describe the process by which persons who have been uprooted, accept the new environment in which they have been relocated. The definition of this process varies according to theoretical perspective and the terminology preferred by the researcher.

Neuwirth (1987) defined adaptation as a multidimensional concept but emphasized the economic perspective which involved the ability of the refugee to secure employment as well as occupational adjustment (Nyakabwa, 1989:15). Charon and Ness (1981) distinguished adaptation as cognitive involving behaviourial changes, from adjustment which is affective and refers to the emotional status individuals develop as they attempt to live within their environment (Nyakabwa, 1989:13).

The majority of the literature refers to three or four stages of the adaptation process with crucial period between three and eighteen months after arrival. Stein (1986) describes these stages across the spectrum of occupation and economic adjustment, social adjustment, cultural adjustment and mental health. According to Stein (1986), the initial period is characterized by the confrontation with reality in terms of what the refugee has lost. He maintains that, "They will confront the loss of their culture -their identity, their habits. Every action that used to be habitual or routine will require careful examination and consideration" (Stein, 1986:14).

Over the next two to three year period, the refugees are motivated to recover what has been lost and attempt to rebuild their lives. Some of the factors which precipitated the initial downward mobility can be ameliorated by time, acculturation, language improvement, retraining programs and determination (Stein, 1986).

The third stage is characterized by a completion of the major part of adjustment and a decreased amount of change. Concurrent with the aging process, a degree of resignation regarding life status may occur and often the hopes of the refugee are transferred to the next generation (Stein, 1986:15).

In a guide prepared for service providers, the Centre of Applied Linguistics has identified four emotional responses which are commonly associated with the stages of adaptation. The initial stage is referred to as "euphoria" in which the refugee is overwhelmed with the novelty of the new country. The second stage is identified by "hostility and aggression" in which the refugee begins to perceive the differences between his/her own culture and that of the new country. The third and fourth stages are referred to as "slow and full recovery" where the refugee accepts and understands the new culture and is able to integrate it with his or her own (Centre for Applied Linguistics/Language Orientation Resource Centre, 1982).

Research on the resettlement or adaptation process may be classified into two groups. First are those studies that focus on the refugees: their mental health, general physical health, reactions to stress, occupational adjustment, language, resident and community patterns, culture and identity problems. The second set of studies focuses on the programs: the mix of services and assistance, and which policies, programs and agencies provide the most effective aid to the refugees.

2.3 PART I: Factors Affecting the Adaptation of Refugees

Physical and Mental Health Effects

While immigrants and refugees may share many common problems, they differ in ways which have significant physical and mental health implications. There appears to be a degree of controversy among researchers and clinicians regarding the effect of trauma associated with the conditions of refugee migration and transit.

Some state that there are predispositions or traits in individuals that produce specific symptoms secondary to the stress of migration and that those already experiencing difficulties or marginality in their home societies are likely candidates to experience mental health problems due to the stress they are experiencing as refugees (Stein, 1986). Others maintain that the similarity of problems in refugees indicates that severe trauma in and of itself is the cause of the symptoms (Stein, 1986). The majority of the available data support the latter opinion in that the distinctive motivation and the trauma associated with the migration and transit conditions of the refugee significantly increase the risk to physical and mental health (Task Force Report, 1988).

Consistent with this perspective, the report of the Federal Task Force on Mental Health Issues Affecting Immigrants and Refugees (1988) identified several predictors in determining the ease or difficulty with which refugees may experience the adjustment process. Two of these predictors are specifically related to the effects on the mental and physical health of the refugee. These are: 1) the conditions under which the refugees fled their countries of origin, which may involve fear of persecution, imprisonment and torture; 2) the length of time in transit has significant effects on the mental health of refugees regardless of the physical condition under which it occurs.

"Post-traumatic stress" is a term used to describe symptoms of disorder following a, " ... psychologically traumatic event that is outside the range of usual human experience" (Task Force Report, 1988:85). The essential features of this disorder include re-experiencing of the event through painful, intrusive recollection, recurrent dreams or nightmares, feelings of being detached or estranged from others, loss of the ability to become interested in things which a person had previously enjoyed and problems dealing with intimacy. Persons suffering from this disorder may also exhibit hyper-alertness, insomnia and suspiciousness when relating with others. These symptoms may emerge shortly after the trauma or they may not surface for months or years (Task Force Report, 1988:85).

It has been suggested that victims of "catastrophic stress" are, " ... at high risk of developing emotional disorder ..." which is evident by the over representation of certain ethnic groups (Latin Americans and Vietnamese) in the statistics on utilization of community mental health

services (Task Force Report, 1988:86). A study on the psychological adaptation of Vietnamese refugees in Canada found that when comparing refugee with non-refugee groups, there were, " ... high levels of psychological dysfunction ..." among refugee groups undergoing cultural change (Berry & Blondel, 1982:81).

Occupational/Employment Adjustment

Additional factors which have been documented as having an effect on the ability of refugees to adjust in a new society include the transition to a lower socioeconomic status and "occupational deflection" (Nyakabwa, 1989:9). Stein (1986) reported that unemployed refugees, those on welfare, refugees with untransferable occupational skills and those whose standard of living is markedly lower than it was in the country of origin form a high risk group with respect to the ability to adjust.

Research on the socioeconomic adaptation of refugees has suggested that employment is a significant variable in the adaptation process as it enables full participation in society and reduces dependency (Richmond, 1984; Crisp & Lamb, 1988 cited in Nyakabwa, 1989). Further, research on socioeconomic adaptation of African refugees concluded that securing employment was ranked the second most important concern and current problem among respondents following being separated from family members (Nyakabwa, 1989).

This research also indicated that discrimination in the employment area was perceived by respondents as a prevalent problem. The majority of the respondents were not satisfied with their current occupation and indicated that they were overqualified for their positions. The respondent perceived that the lack of opportunities was primarily attributed to employers who maintained discriminatory hiring practices in the workplace (Nyakabwa, 1989). The researcher concluded that the perception among the respondents regarding their inability to secure satisfactory employment was a significant factor inhibiting complete socioeconomic adaptation (Nyakabwa, 1989).

Evidence of discrimination in employment was also confirmed in a study on the perception of problems encountered by ethnic minorities in Toronto as perceived by their members as well as by the group "Majority Canadians". Breton (1982) found that non-European origin groups (Chinese and West Indian) were ranked the highest with respect to experiencing job discrimination.

Finally, a report released by the Canada Employment and Immigration Commission (C.E.I.C.) in 1985, documented negative attitudes on the part of Canadians toward immigrants. It was indicated that many Canadians perceived that immigrants posed an economic threat and contributed to the increase of unemployment among Canadian-born persons (Task Force Report, 1988:12).

This finding was confirmed by submissions to the Task Force (1988) where it was noted that there appeared to be a connection between chronic unemployment, resentment toward immigrants and discrimination. This report (1988) indicated that while research has yet to establish a causal link between mental health and discrimination in the workplace or elsewhere in society, consistent rejection must jeopardize mental health as well as contribute to adaptive stress.

Housing Factors

An important factor in the adaptation process is securing housing. As a basic necessity, housing is frequently applied as a measure or indicator of socioeconomic adaptation (Nyakabwa,1989; Centre for Applied Linguistics, 1982). Research in the area of ethnic residential segregation and urban development (Kalback, 1981; 1982) indicated a high degree of segregation among eighteen ethnic populations in Toronto. Moreover, the intergenerational analysis indicated that the pattern and degree of segregation among the groups was maintained over time.

In Winnipeg, comparing the 1981 and 1986 Census data confirms the trend that newcomers are residentially segregated and over represented in the inner city area where they account

for 28% of the population (Social Planning Council of Winnipeg, 1989). The report on Insights and Trends prepared by the Social Planning Council of Winnipeg (1989) indicated that, "Out of all the recent immigrants living in Winnipeg, 40% live in the inner city".

Consistent with other sectors of society, racial discrimination in the area of housing appears to be prevalent (Henry, 1989). Based on a preliminary assessment of racial discrimination in housing in Toronto, Henry reported that with the exception of Quebec there is a lack of systematic research in Canada on racial discrimination with respect to housing. Further, this situation persists despite the concern expressed by minority groups regarding this issue, as well as the number of housing related complaints consistently received by the Human Rights Commissions across Canada (Henry, 1989:1,14).

Henry (1989) reviewed research in this area from Britain and the United States, which has documented several types of discriminatory behaviour in the context of public and private housing including the issues of exclusion and racial segregation. The literature confirms that many techniques are practised in order to exclude certain ethnic groups from property in particular areas. Based on this review, an informal survey of community organizations in Toronto was conducted in which the respondents stated that they perceived racial discrimination as constituting a major problem (Henry, 1989:43).

A similar situation with respect to racial discrimination in housing appears to exist in Manitoba. A report prepared by the Manitoba Association for Rights and Liberties (1988) indicated that there were discriminatory practices observed in the selling and renting of property in Winnipeg (Update on Racial Discrimination in Housing For the Human Rights Advocacy Housing Conference, 1988).

Culture and Identity Problems

According to the Centre for Applied Linguistics (1982), one of the six criteria suggested in determining the extent of social adaptation is the concept of cultural integration. At this point, refugees are able to maintain their own cultural heritage while adjusting to a new

culture. Initially, the ability to obtain a balanced perspective through the integration of two distinct cultures may create significant adaptive stress for refugees.

As part of what is referred to as "culture shock", refugees may experience a variety of emotions similar to the symptoms associated with depression. These may include anger, frustration, loneliness, homesickness, fatigue, anxiety and illness (Centre of Applied Linguistics, 1982:4). Linguistic and cultural barriers create confusion for refugees regarding their rights and responsibilities in the new culture. This often leads to feelings of powerlessness and dependency.

Language acquisition is crucial issue when entering a new culture (Samuel, 1984; Richmond, 1984 cited in Nyakabwa, 1989). The Task Force Report (1988) noted that there were more than 30 presentations that dealt with problems arising from the lack of language proficiency (Task Force Report, 1988:23). The inability to speak the language directly affects all facets of the adaptation process and exacerbates the problems since those who lack language proficiency also derive less benefit from social services and organizations.

On the importance of language acquisition, Neuwirth & Rogge (1988) stated that, " ... the acquisition of language skills can be viewed as a necessary condition for the refugees re-integration in the new society. For without fluency in the new language, refugees cannot transfer previous occupational skills, and the meaning and significance of cultural practices and norms which structure daily interactions, remain inaccessible to them" (Neuwirth & Rogge, 1988:267).

The Task Force Report (1988) indicated that immigrants who lack language proficiency, " are less likely to make use of mental health services and, if they do not seek treatment, are more likely to terminate prematurely or to experience an unsatisfactory outcome" (Task Force Report, 1988:23).

Social Support

Both the research literature and the submissions to the Task Force (1988) emphasize the importance of social and psychological support provided by the family and friends of refugees in the resettlement process (Chan & Lam in Chan & Indra (eds.), 1987; Task Force Report, 1988:15). It was reported that, "Persons who have been separated from family by events beyond their control - like many refugees, for example - are in a situation of double jeopardy; they are bereft of potentially important sources of support during a difficult time and worry about the welfare of family left behind. This can create stress leading to anxiety and depression" (The Task Force Report, 1988:16).

Chan & Lam (1987) studied the psychological problems of Chinese Vietnamese settling in Quebec and reported that the sense of loss experienced as a result of family separation was so acute that family reunification became a, " ... primary mental preoccupation consuming a lot of time and energy ... " and was the complete focus of future planning (Chan & Lam in Chan & Indra, 1987:37).

Similarly, Nguyen (1987) found that for Southeast Asian refugees the most serious problem was that of family dislocation. The data indicated that over 90% of the respondents[2] indicated that family separation was a serious problem (Nguyen in Chan & Indra, 1987:47).

Nyakabwa (1989) found that the presence of family or kin in Canada was positively related to socioeconomic adaptation. The data indicated a positive relationship between the presence of kin and higher levels of socioeconomic adaptation as measured by the Satisfaction with Life in Canada Index (Nyakabwa, 1989:68). Similar results were associated with the presence of an established ethnic community and the development of a social network of friends and acquaintances (Nyakabwa, 1989).

[2] This percentage includes extended family members (grandparents, aunts, uncles, cousins).

2.4 PART II: Immigrant and Refugee Government Programs and Services

2.4.1 Federal Government

At the federal level, the Department of Employment and Immigration Canada (E.I.C.) and the Secretary of State are responsible for immigration settlement and integration programs and initiatives. E.I.C. is responsible for the reception and initial settlement of the refugees, while the Secretary of State and Multiculturalism is responsible for social, political and cultural integration and ongoing adaptation. The two departments are also responsible for language training, Canadian Citizenship programs and the overall coordination of voluntary organizations involved in refugee settlement (Samuel in Chan & Indra, 1987). Legislation which would establish Multiculturalism as a separate ministry or department is currently under consideration.

There are five major initiatives at the federal level aimed at assisting refugees. These include the Immigration Settlement and Adaptation Program (I.S.A.P.), Adjustment Assistance Program (A.A.P.), Host Program for Refugee Settlement, Settlement Language Training Program (S.L.T.P.) and the Transportation Loan Program.

Immigration Settlement and Adaptation Program (I.S.A.P.)

I.S.A.P. provides funding to approximately 125 non-governmental agencies which offer direct services to refugees which enables initial settlement. Services include reception, counselling, information, translation and interpretation, and job placement (Young, 1989).

Adjustment Assistance Program (A.A.P.)

The A.A.P. provides funds to refugees for up to one year after arrival. The need for assistance is assessed by subtracting the individual's basic costs from his/her available income and assets and applying the rates for welfare assistance which apply in the province of the applicant (Young, 1989)

Host Program for Refugee Settlement

It was estimated that approximately 13,000 refugees selected for entry into Canada were sponsored by the government (Young, 1989:24). The Host Program is an attempt to enhance the settlement process of government assisted refugees in order to provide them with the same opportunities as privately-sponsored refugees (Thompson, 1988; Young, 1989). Incoming refugees are matched with host groups of Canadians who offer assistance and friendship.

Results of studies conducted on the pilot programs indicated that the programs have a positive impact on refugee settlement, particularly in the area of language development and job placement (Thompson, 1988). The long term benefits of the program include lower dependency on social welfare, improved mental health and greater acceptance and integration of refugees into Canadian society (Thompson, 1988).

Settlement Language Training Program (S.L.T.P.)

This language program is provided for those refugees who are not destined for the labour market (Young, 1989).

In addition to these initiatives, the Multiculturalism Sector which at the time of this report remains a part of the Secretary of State contributes to the formation of support systems, ethnic organizations and leadership by funding multicultural social programs, ethno-specific cultural activities and visible minority development projects (Task Force Report, 1988).

Citizen Instruction and Language Training Agreement (C.I.L.T.)

Formerly funded, in part, by the Secretary of State, Multiculturalism Sector, C.I.L.T. is an additional language training program provided to refugees and immigrants. As of April, 1990, the federal government has discontinued funding for this program. Subsequently, the financial responsibility of this program has been assumed by Manitoba Department of Education, through Adult and Continuing Education.

Manitoba Immigrant Access Service

This service was initiated in 1985 in order to assist newcomers in accessing health, social, educational, language, financial and legal services. Manitoba Immigrant Access Service provides information, needs assessment, referral, and counselling to clients in their own language. Annually, this service provides support to approximately 400-500 clients (Immigration and Settlement Services, 1989).

In addition to direct services to clients, Manitoba Immigrant Access Service also assists service providers in becoming aware of immigrant and refugee needs and cross-cultural service issues. Further, outreach activities are provided through the Community Volunteer Outreach Program which provides information to ethno-cultural communities regarding the availability of services. It was reported that over 80 volunteers contribute an estimated 3500 hours of service each year in this outreach program (Immigration and Settlement, 1989).

Newcomer Services Support Program (N.S.S.P.)

Through the distribution of grants for short-term projects, the Newcomer Services Support Program assists non-government organizations in the creation of innovative orientation and settlement efforts for newcomers. The type of projects eligible for grants include orientation and settlement materials production, settlement resource development and programming, settlement-related research, and projects which address service accessibility issues (Immigration and Settlement, 1989).

Since the initiation of the program in 1982, 53 grants have been awarded totalling $169,500.00 (Immigration and Settlement, 1989).

Special Program for Assisting Refugees (S.P.A.R.)

In 1981, the Manitoba government entered into an agreement with the federal government to assist refugees who are inadmissible according to the Immigration Act and Regulations

2.4.2 Manitoba Government

In conjunction with the federal government, provincial governments develop, coordinate and implement immigration and settlement policies and programs in order to assist immigrants to Canada. Under each jurisdiction (health, financial, social, education, legal, employment, housing), provincial governments share responsibility with the federal government in addressing the settlement and adaptation needs of newcomers.

In Manitoba, Immigration and Settlement Services is responsible for coordinating the response to annual immigration at the provincial level. Immigration and Settlement Services undertakes various services from research and policy analysis to direct service programs. Its major program initiatives include the Recognition Program, Manitoba Immigrant Access Service, Newcomer Support Services Program, Special Program for Assisting Refugees and the production of information and educational materials (Immigration and Settlement Services, 1989).

Recognition Program

Introduced in 1985, Program Recognition is a wage-subsidy program developed to encourage the creation of new, permanent professional and technical positions by providing wage assistance to private sector businesses and large institutions (Immigration and Settlement Services, 1989). In addition, this program assists newcomers in attaining professional or technical recognition and accreditation through work experience in their fields of expertise.

At present, 101 placements have been made as a result of this program. The primary occupations involved include engineering, accounting, scientific research, industrial technology, and management (Immigration and Settlement Services, 1989). Further, approximately 400 clients annually receive counselling and referrals to other employment initiatives.

(Immigration and Services, 1989) to immigrate to Canada. S.P.A.R. enables the provincial and federal governments to cooperate with private sponsoring groups in providing adequate services and assistance for refugees with special needs.

Under this program unaccompanied minors, medically inadmissible refugees, and individuals and/or families who are considered high settlement risks can be admitted to Canada. It has been reported that from 1981 to December 1989, 239 special needs refugees and their immediate families have been admitted to Canada (Immigration and Settlement Services, 1989).

Materials Development

Immigration and Settlement Services has produced and co-produced in conjunction with agencies, several settlement resource material projects which provide newcomers with information fundamental to their adaptation and settlement in Manitoba. These material include the Newcomer's Guide to Manitoba (N.G.M.), Newcomer's Guide to Brandon, Cross-Cultural Adaptation Guide/Pocketbook, "Welcome News", A Place to Live, Multicultural Health Video, and One Child/Two Cultures.

In addition, Immigration and Settlement Services and Translation Services of the Department of Culture, Heritage and Recreation in conjunction with other departments have developed several multicultural publications on human rights and legal issues.

2.5 Private and Government Sponsored Newcomers

There is limited research on the impact of private vs. government sponsored immigrant/refugee arrangements. The available research focuses on the differences and subsequent effects of varied types of support provided by the form of sponsorship on adaptation. Initial research indicated that refugees who were privately sponsored tended to have fewer settlement problems than those who were government sponsored (Indra, 1987).

Recent research has shown that there are a few marginal economic advantages to private sponsorship, and that the degree of familiarity with Canadian society and the general mental health of privately sponsored refugees did not differ from those who had been sponsored by the government (Indra, 1987).

Other research has indicated that privately sponsored refugees adapted more readily and quickly due to the increased level of social support received during the early resettlement period (Neuwirth & Rogge, 1988). However, there was variation in terms of the amount and length of financial assistance. The variation was due to the difference in policy between government and private sponsorship regarding financial assistance. The amount and length of financial assistance provided to government sponsored refugees is established by policy whereas with private sponsorship this is left to the discretion of the sponsor (Neuwirth & Rogge, 1988). As a result of the difference in policy, " ... government-assisted refugees received set rates which only varied by region or province, whereas the actual amount and the length of financial assistance which privately-sponsored refugees received showed considerable variation even within the same town or city" (Neuwirth & Rogge, 1988:266).

In response to these research findings, the federal government initiated the Host Program in order to combine the benefits of both types of sponsorship. As described earlier, the refugee receives government financial support. The Canadian hosts provide the social and emotional support necessary for successful adaptation (Neuwirth & Rogge, 1988).

2.6 Conclusion

This review has provided an overview of the research pertaining to immigrant and refugee settlement adaptation issues. While not exhaustive, the review outlines factors affecting the refugee/immigrant adaptation process in order to provide a perspective for the current research. In this way, it is possible to examine how some of these factors may impinge on the issue of housing and specifically the landlord/manager and newcomer tenant relationship.

3.0 RESEARCH METHOD

3.1 Overview

Due to the exploratory nature of this research, methodological techniques based on an ethnographic approach were applied. This involves qualitative "discussions" between the researcher and a group, designed to provide an intended audience with a grounded understanding of a particular phenomenon. In this case, the phenomenon was the difficulties which exist between newcomers and landlords.

The original proposal called for structured interviews in four languages - Farsi, Spanish, Polish and Vietnamese. However, it was decided that a structured questionnaire for the newcomer tenants would not capture the desired information. Ethnographic techniques stress interviews, re-interviews and group discussion to obtain an evolving and expanding understanding of a phenomenon.

The following describes the method which was undertaken to obtain the data for this research.

3.2 Tenant Interviews

Interviewer Selection and Training

In order to ensure the complete comprehension of the interview content by the respondents as well as to capture the subtleties contained in the interview discussions, the interviews were conducted in the first language of the four ethnic groups - Farsi, Spanish, Polish and Vietnamese. Interviewers who were competent in both English and their first language were hired. The interview guides were translated from English into their first language and the interviews were conducted in the first language. The results were then translated back into English.

Hiring of the interviewers was the responsibility of M.I.I.C., but a representative from Prairie Research Associates participated in the interviewing and selection. One of the four interviewers hired was unable to continue after he completed his first interview. He was replaced after another series of interviews with new interviewer/interpreter candidates.

Interview guides were developed by Prairie Research Associates in consultation with M.I.I.C. staff and the interviewers (see Appendix 1). These guides were then translated by the interviewers and verified for accurate translation by M.I.I.C. staff.

Prairie Research Associates conducted training for two days with the interviewers prior to beginning the interviewing. It was necessary to ensure that the interviewers all had a common understanding of the main issues underlying the guide. The interview guides were pre-tested and a de-briefing session was conducted with the interviewers following the pre-test in order to address problems. As a result, revisions to the interview guide were made. Meetings were held with individual interviewers after every three to five interviews to review outcomes and discuss any concerns. Interviewers made suggestions during this time and new questions were added while the interviewing was in process.

Respondent Selection

Respondents were selected on the basis of several criteria: 1) they were living in rental accommodations; 2) they were known to have had problems with their accommodation and/or landlord; 3) they had been in Canada no more recently than six months and no longer than two years.[3] A matrix (see Appendix 2 for enrolment guidelines and matrix) was developed to ensure that a cross-section of respondents would be interviewed (i.e., single man, single woman, married couple with children, etc.).

[3] Three of the Vietnamese respondents were in Canada longer: two have been here for 28 months and one for 36 months. Because there were specific problem areas in this community, we attempted to learn more about it from these respondents who were known to have information that would assist the research. These respondents were included in the sample.

Manitoba Interfaith Immigration Council recruited most of the respondents with the help of their own settlement counsellors as well as those of International Centre, Manitoba Immigrant Access Service, Immigrant Women's Association of Manitoba, Immigrant Women's Employment Counselling Service, and private sponsors.[4] The initial contact was made by the agency representative and then followed up by the interviewer. M.I.I.C. and Prairie Research Associates personnel met with the settlement counsellors to explain the research and type of respondents required. Separate meetings were held with the settlement counsellors at M.I.I.C., International Centre, and Manitoba Immigrant Access Service.

In addition to the above method, a "snowball" technique was used to identify other respondents living in rental accommodations. During interviews, respondents were asked if they knew of others in their community who were experiencing problems and if so, would they be willing to participate in such an interview. The respondents were assured of confidentiality and anonymity. Consequently, the interviewers gained the trust of respondents so that they provided names and addresses of friends and acquaintances.

The method of respondent selection constitutes a non-random, purposive sample. As we were seeking information about newcomers' problems with housing, it would not have been useful to interview persons who said they had not experienced any problems[5]. Consequently, the research findings are not representative of the entire population of newcomers in Winnipeg. They do, however, provide considerable insight into many of the problems faced by newcomers.

Description of Sample and Interviews

The interviews were conducted in-person and in the language of the respondents. Interviews generally took two or three hours. Interviews were conducted at a place of the respondent's

[4] 50 out of the 67 respondents were government sponsored.

[5] It is possible that those who stated there were no problems were not admitting difficulties, or they may have forgotten. However, constraints of resources precluded probing in these areas and the approach decided on was to target those individuals admitting problems in housing.

choice at his or her home, or at a public location. The interviewers took notes during the interview and then, following the interview, completed a written summary in their first language. Subsequently, they translated this summary into English. Completed summaries were submitted to Prairie Research Associates, they were reviewed, clarification as needed was sought from the interviewers, and finally they were entered on to computer.

A total of 67 interviews were conducted. The breakdown of interviews is seen in Table 1.

Table 1

Number Of Interviews In Each Group

LANGUAGE GROUP	NUMBER OF INTERVIEWS
Spanish	18
Iranian (Farsi)	11
Polish	19
Vietnamese	19

The types of respondents as they pertain to the matrix provided are seen in Table 2.

Table 2

Type Of Respondent

RESPONDENT CATEGORY	NUMBER OF RESPONDENTS
Single man, unmarried, no children	15
Single man, married, no children	4
Single man, married, children	5
Single woman, unmarried, no children	8
Single woman, married, no children	0
Single woman, married, children	3
Married couple, no children	6
Married couple, children under six	15
Married couple, older children	4
Older married couple	0
Widow/Widower with children	5
No information	2

The length of time respondents had been in Canada ranged from 4 to 36 months, with the mean time being about 14 months.

Analysis

The analysis required a synthesis of multiple accounts of problems recounted by newcomer tenants, and a comparison of case studies across language groups. To accomplish this task, all interviews were coded according to response categories under each item (Appendix 3). In this way, we were able to know how many respondents in each language group answered a question in a particular way simply by counting the coded responses to each question. Other information arising from group discussions, meetings, and focus groups was not

quantified, but was integrated as descriptive material into the findings. This method provided both an interpretive and aggregative analysis.

Tenant Focus Groups

Focus groups were undertaken with selected (in-person interview) respondents from each of the four language groups. The interviewers/interpreters selected individuals whom they thought would actively participate in a group discussion. The groups met at Manitoba Immigrant Access Service and participants were compensated for their attendance. The focus groups were conducted by the interviewer/interpreter of each language group and a Prairie Research representative attended. The protocol for the session was based on the items from the interviews (Appendix 4). The sessions were approximately two hours in duration and were recorded. For the purpose of analysis the session was transcribed according to the major themes and issues of the discussion. The information was then integrated into the research findings discussed in section 4.

Supplementary Interviews

During the research, a number of anecdotes were related with respect to problems in the Vietnamese community. These problems pertained to young men, especially with respect to multiple occupancy and involvement with native adolescent girls.

Additional sources in the community were obtained to substantiate these stories. Three individuals known and respected in the Vietnamese community were contacted by Prairie Research personnel and interviewed in-person. It was found that although such instances exist, the tendency has been to extrapolate from a few cases to the entire group. The results of these interviews are integrated in the findings of the research.

3.3 Interviews with Landlords

Respondent Selection

The respondents were selected from a list of management companies provided by Manitoba Interfaith Immigration Council. The list contains the current contacts for client placement purposes as well as companies which the organization had contacted in the past. In addition, we interviewed two respondents who represented organizations or associations related to the area of newcomers' housing. The primary criteria for selection was that the respondent had either past or present direct contact with newcomer tenants. A listing of inner city landlords from Manitoba Landlord & Tenant Affairs was obtained with a view to undertaking a broader sampling. However, the response of landlords to our request for interviews was very good and this list was not needed.

The questions on the landlords' interview guide probed the same issues as those for newcomers in order to provide comparable information from two differing perspectives. See Appendix 5 for the landlords' protocol.

As a result of the method of selection this respondent group constitutes a non-random, purposive sample. Accordingly, the research findings are generalizable to this particular sample and not to the entire population of property managers in Winnipeg. However, it is likely that the range of opinion is an accurate reflection of landlord and resident manager attitudes.

Respondents were contacted by telephone and appointments for interviews were confirmed in a letter. A total of eighteen (n=18) interviews were conducted. Of this group, fourteen respondents held the position of property manager, one respondent was a leasing officer and another was an Executive Director of a realty association. In addition, two respondents were property owners. One of these owners was also a property manager. The interviews ranged in duration from 20 minutes to one hour, with the average interview lasting 40 minutes. With the exception of two telephone interviews, the interviews were conducted in-person by Prairie Research personnel.

Description of Respondents

The respondents' years of experience in the occupation ranged from 1 to 14 years with an average of 5.7 years. The majority of respondents described the profile of the tenants in their buildings as an even distribution of newcomer, low income tenants as well as social assistance recipients. Most of the respondents had been working in conjunction with settlement agencies for three to five years, primarily with Manitoba Interfaith Immigration Council or the International Centre.

Landlord Focus Group

Similar to the tenant focus groups, the landlords who had been interviewed individually were invited to participate in a focus group. Upon completion of the interviews, the respondents were contacted by mail. In order to encourage attendance, the focus group was scheduled for a date and time which was suggested by the respondents. Seventeen respondents were contacted by mail and four attended the focus group. Participants were compensated for their attendance.

The focus group was conducted at the offices of Prairie Research Associates and the protocol for the session was based on the items from the interviews. The session was approximately 1 1/2 hours in duration and was recorded. For the purpose of analysis the session was transcribed according to the major themes and issues of the discussion and then integrated into the research findings discussed in section 5.

3.4 Other Group Discussions

Group meetings were held with settlement counsellors, private/church sponsors, and Canada Employment and Immigration Commission (C.E.I.C.). These meetings were designed to provide additional insight and supplement the information received from tenants and landlords. The purpose of each is described below and results of these meetings are discussed in Chapter 6.

Settlement Counsellors

A meeting was held with settlement counsellors at the offices of Prairie Research Associates. M.I.I.C. contacted settlement personnel and invited them to attend this meeting. The session was in the form of a focus group and designed to obtain information about settlement from the perspective of the settlement agency. The protocol (Appendix 6) focused on the role and responsibilities of settlement organizations, level of comprehension by clients following orientations, knowledge of housing problems experienced by newcomers, cultural issues, and areas for improvement.

Private/Church Sponsors

A group discussion was held with private/church sponsors at the offices of Prairie Research Associates. M.I.I.C. identified appropriate respondents and each was contacted and invited to attend this meeting. One independent sponsor and six individuals affiliated with churches attended the meeting.

The meeting was helpful in providing information on settlement practices and problems encountered by private sponsors. A modified protocol designed for settlement counsellors was used to guide the discussion.

Canada Employment and Immigration Commission (C.E.I.C.)

Prairie Research personnel and a representative from M.I.I.C. attended a group meeting with settlement officers representing C.E.I.C. Refugee Settlement Unit. This interview was designed to acquire information on settlement policies and to obtain the perspective of C.E.I.C. settlement counsellors on the problems facing newcomers. A broad range of issues were covered during the discussion.

Final Meeting

A final meeting was held with all of the interviewers/interpreters and settlement counsellors involved in the research. This meeting was held at M.I.I.C. and was conducted by Prairie Research Associates. This meeting verified our findings and ensured that our information was complete. No additional material was revealed at this meeting suggesting that we had obtained "closure" on the information needed for our findings.

3.5 Summary on Method

The ethnographic method uses a process of multiple interviews, re-interviews, and meetings to confirm the facts. With immigrants and refugees, a standardized questionnaire and large sample are inappropriate. The use of multiple lines of evidence, interviews in the newcomers' language, the use of interviewers (all newcomers) and extensive de-briefings was the basic data collection method for tenants. We conducted extensive meetings and interviews with agency and government representatives to expand our understanding of the problems. The reconfirmation of findings derived a consensus of the major problems facing newcomer tenants. On this basis, our findings and recommendations are based on information which is generally accepted as valid.

4.0 RESEARCH FINDINGS: TENANT PERSPECTIVES

4.1 Legal/Regulatory Issues

Several items of the tenant interview pertained to the legal or regulatory issues related to rental and housing procedures. These items were designed to assess the level of awareness and knowledge of the respondents on each issue. The majority of these items were dichotomous variables (i.e. yes or no responses) followed by an item requesting the source of the information about the particular issue.

Notice

Of the tenants responding to this item (n=65), the majority (76.9%) were aware of the notice provisions outlined in their lease. This result is at variance with the findings of the landlords who had attributed part of the problem of lease violations to inadequate understanding on the part of tenants concerning notice provisions. However the findings for specific newcomer groups indicated that a significant percentage of the Polish and Spanish-speaking respondents (47.4% and 33.3% respectively) had no knowledge of notice provisions.

Examples of comments from these respondent groups corroborated the opinions of the landlords who stated that one of the groups was less knowledgable about leasing conditions. One Polish respondent stated that, "We didn't make any agreement with the landlord about giving notice ..." and thought they needed, "... to let him know about moving a few (4-6) months ahead". Another respondent stated that, "We didn't talk with the landlord about giving notice". A third respondent state that she, "... has arranged with the landlord that no notice is required ..." before a move. A Spanish-speaking respondent stated that, "We didn't know (about giving notice) ..." and guessed that it was, ".. eight to fifteen days ...". Another tenant responded with the same time frame and stated that she, "... assumes that the landlord knows about ..." her intentions to move because she didn't sign her lease. A third respondent commented that they didn't know about providing notice and that, "We assumed that not signing a new lease was good enough. It means that the landlord has to guess that we will move".

In reference to the source of the information concerning notice provisions, two groups (Polish, Vietnamese) indicated that they knew about giving notice from building management. Iranian respondents indicated that they received this information from friends while the Spanish-speaking tenants knew about giving notice from the settlement agencies. It is significant that only one of the four groups received this information from settlement agencies despite the fact that explaining notice provisions is an important part of the housing orientation provided by settlement agencies.

Condition Reports

Three interview items pertained to the issue of condition reports. These referred to the frequency with which condition reports were completed, whether the tenants retained a copy of the report and purpose of condition reports. While the majority of respondents indicated that a condition report had been completed (63.6%), more than a third (36.4%) indicated that a report had not been completed. Further, 47.1% of the respondents did not have copies of the reports.

These responses differed from those of the landlord interviews which indicated that all of the respondents completed condition reports and the majority stated that they provided copies to the tenants. This result is particularly significant since the landlords interviewed were selected from a listing of contacts provided by the settlement agencies. These findings suggest that either condition reports are not being completed on a frequent basis or that tenants do not know whether a report has been completed.

A possible explanation for this discrepancy, may be due to tenants not realizing that landlords are not legally bound to complete a report and that it is the responsibility of the tenant to insist on the completion of a condition report. This was pointed out by one Vietnamese respondent who stated that, "Lots of people don't understand how a condition report allows them to keep the damage deposit. People don't know that it's their responsibility to ask for a condition report if the caretaker doesn't do it". Another respondent admitted that she didn't realize the importance of a condition report and

commented that she, "... didn't check things very well ..." and "... didn't understand the words from the list of conditions ..." since the landlord didn't speak her language and an interpreter was not present.

However, two respondents stated that they knew a condition report was necessary but a formal report was not completed. One respondent indicated that the landlord "just wrote some things down on paper" and promised to repair them, but no repairs were made. The second respondent stated that the caretaker, "... just checked the apartment with her but didn't write anything down".

The majority of tenants who responded to the last item concerning condition reports (n=55) understood the reason for completing these reports. Seventy-one percent of the respondents indicated that they knew the reason for the completion of the condition report.

Damage Deposits

The interview item which assessed the awareness of the conditions pertaining to the damage deposit required the respondents to describe the conditions under which the landlord would be able to retain the deposit. Three (Polish, Spanish and Iranian) of the four respondent groups most frequently stated that 'causing damage to the suite' would constitute the primary reason for losing the deposit. The Vietnamese respondents most frequently mentioned the insufficient provision of notice as the primary reason for deposit loss. This reason was also mentioned by the Spanish-speaking respondents. Two (Vietnamese and Spanish) of the four groups indicated that an 'unclean suite' was another basis upon which the landlord could retain the damage deposit.

The emphasis on damage over uncleanliness as a reason for losing the damage deposit suggests that some respondents do not understand this condition. This finding is consistent with the landlord respondents who stated that uncleanliness was one of the most frequent reasons for loss of damage deposit. This further supports the indication by landlords that uncleanliness was due to a lack of knowledge by some tenants regarding the cleanliness standards required.

Several comments from tenants who either experienced losing their own deposit or had heard of other tenants losing theirs confirmed this. One couple explained the circumstances which resulted in the loss of their deposit as well as additional charges for repairs and cleaning. They stated that they "... had left all the things perfectly clean ..." and that the management agency, "... took advantage of us because we didn't get the manager to do a condition report ...". In addition they claimed that although the manager had checked and approved the unit when they moved out, a letter was written where the manager "lied to charge" the couple for additional cleaning expenses. Another respondent stated that they were, "...scared of losing ..." their deposit, "... without any reason". A third respondent maintained that tenants were often taken advantage of because an interpreter was not present when the condition report was completed and landlords "... claim for damages that the tenants don't do".

With reference to cleanliness standards, some respondents indicated that the variation in accepted standard from one building or management company to another created confusion and frustration. One Vietnamese respondent indicated that they had heard of incidents where, "... even people who have cleaned their apartments have lost their damage deposits". Another respondent stated that,

> Although we kept our apartment clean, we didn't get our damage deposit back. We cleaned everything three times before we left so it was very disappointing and frustrating when we didn't get our deposit back.

In addition, a Spanish-speaking respondent stated that she had heard that,

> Some landlords don't give the money back or they give only some of it. They say that the conditions of the house are not as they were before the tenants arrived. This is unfair for most of the people because they think the house is in really good condition.

Another respondent stated that he had lost his damage deposit and, "... do[es] not understand why".

The majority of respondents received the information concerning damage deposits from settlement agencies. Responses from two groups (Polish, Spanish) indicated that several tenants had learned about the conditions under which deposits were returned through the personal experience of losing their damage deposit.

Noise Regulations

A majority of respondents (76.2%) knew that tenants could be evicted for violation of noise regulations. Similarly, the majority of respondents within each of the four groups were aware of this regulation. But, more than a third of respondents from the Spanish-speaking group and a third of the Iranian group (37.5% and 33.3% respectively) were unaware of these regulations.

Despite the level of knowledge regarding noise regulations, some respondents indicated confusion about noise standards. One Vietnamese respondent stated that they, "... knew that to get along with the other tenants you should not make loud noise ..." but did not know how much noise is noisy by Canadian standards. This respondent also indicated that the noise standards vary from one building and caretaker to another. He stated that at "... one building the caretaker complained about the noise from my television while in other buildings caretakers don't say anything about the same level of noise".

In reference to the type of problems that other newcomers experienced, the Vietnamese respondent group, most frequently mentioned issues related to noise regulations. A few respondents stated that they had heard about people from their community being evicted from their apartments due to noise violations.

Consistent with the findings from the landlord interviews, respondents who had children indicated that the issue was related to the inability of parents to constantly monitor the behaviour of their children in order to prevent noise violations. One respondent stated that he worried about his children disturbing other tenants and that he has to, "... tell my kids to keep quiet all of the time and this is hard for them". He worries that his children will make

noise in the hallways and get the family into trouble. This issue was prevalent among the Spanish-speaking respondents who stated that the problem they had heard expressed more frequently from other tenants pertained to the issue of being able to control the noise level of the children.

The Polish respondents most frequently indicated that they knew about noise regulations from the settlement agencies. The Vietnamese respondents stated that this information was received from agencies and management. There were fewer responses to this item from the Iranian group who indicated an even split between knowing this information from friends, agencies and learning about it themselves. The Spanish-speaking respondents usually reported that they knew about noise regulations from having observed other tenants being evicted from their units.

However, all this aside very few respondents report being evicted because of noise violation.

Multiple Tenancy

Of the tenants responding to this question (n=65), only 33.8% had knowledge of the multiple tenancy regulations. In three of the four ethnic groups, the majority of respondents were not aware of rules which regulated the number of people who could live in their unit. This finding was significant among the Vietnamese and Polish respondents where there were 84.2% and 78.5% (respectively) who stated that they had no knowledge of multiple tenancy regulations.

For example, one Vietnamese respondent indicated that they thought that finding an apartment would be extremely difficult because they, "... didn't know we would have to live separately in our room ...". Another respondent suggested that they didn't think multiple tenancy was a problem unless the landlord didn't received the rent on time. A further respondent indicated that he, "... didn't know how many (people) would be allowed (to live in unit) by Canadian standards". He also said that, "The landlord doesn't say anything but I think it's because he doesn't know and doesn't care as long as the rent is paid on time".

In reference to tenancy regulations, another respondent stated that, "... some people think the regulations are there because if more people live in an apartment, the landlord has to pay more money for water".

One Polish respondent indicated some confusion regarding the tenancy regulations in relation to her spouse. She stated that C.E.I.C. had informed her that it was against the regulations for her to share accommodation. This respondent interpreted that this regulation also applied to her spouse. Subsequently, she was reluctant to inform C.E.I.C. of the arrival of her spouse and did not know whether she was required to report this.

Similarly, 66.7% of the Iranian respondents were not aware of these regulations. For example, one respondent confused tenancy regulations with the lease conditions and rent payment stating that, "The tenant must pay more if he wants to bring someone else to live in the apartment".

These findings support the perception of the landlord respondents who indicated that multiple tenancy was an issue which they encountered frequently. It further supports the opinion of the respondents that this was a prevalent issue due to the lack of knowledge regarding tenancy regulations. This result has important implications for the method of presenting this type of information in orientations provided by settlement agencies. It is worth noting that multiple tenancy occurs by degrees. An extra person is different from eight single people in a one bedroom apartment. The incidence of the former is much higher.

Lease Conditions

The majority of respondents where this was applicable (i.e. the respondents possessed a lease) were aware that they maintained a lease for their unit. Further, they were aware of the duration of the lease. A minor exception to this finding was the Spanish-speaking group (n=12) where 42% of the respondents did not know the length of their lease. One Spanish-speaking respondent stated that she didn't know whether she had a lease because, "... we accepted (the) apartment without questions". Another respondent stated that, he believed

that he had a lease but "... did not know what kind of paper ..." was signed. He stated further that he was, "... told to sign the paper if I wanted to live there". A third respondent stated that she signed a lease but, "... didn't know what I signed" and was told that she had to sign the paper, "but I did not know what things were written on it". In response to whether they knew how to get out of their lease one Spanish-speaking respondent stated that, "... we only knew that we had to live here because we signed a lease. If we sign something we must know what is written. It is like a sentence of death".

The findings indicated most tenants (54.5%) stated that they did not know how to get out of their lease. This result is somewhat inconsistent with those pertaining to the provision of notice and damage deposits where there was a high level of knowledge of these specific provisions by the majority of respondents.

There are several possible explanations for this apparent inconsistency. The first relates to whether the respondents understood the question in terms of the way in which it was phrased or worded. For example, one Vietnamese respondent made an interesting comment regarding the fact that there is some confusion in translating the word "lease". This respondent thought that the term lease and month-to-month lease were different concepts rather than involving different time and condition obligations. However, assuming that the respondents understood this question as well as the other interview items, the specific mention of terms may have stimulated better recall than the more general questions.

In addition, the apparent inability of respondents to connect the issue of the provision notice, the subletting requirement, and the non-return of the damage deposit with lease-breaking provides insight into the way in which some respondents retained and comprehended orientation information. It may be that the use of particular phrases, such as 'notice', assist in comprehension of the general idea of a lease as a binding contract. This explanation might have implications for the method of presentation of information during the orientation sessions.

Rental Increases

The majority of the respondents across all four ethnic groups (64.8%) did not know the extent to which management could raise the rent each year. This finding was significant within the Vietnamese group where 84.2% of the respondents did not know about the legal rental increases. However the percentage of respondents who were not aware of the rental law was high in all groups (Polish 52.6%; Spanish 61.1%; Iranian 54.4%).

Information on Available Services

When asked about tenant insurance, of the tenants responding to this question (n=61), the majority expressed that they neither knew about insurance (73.8%) nor owned insurance (93.3%).

When asked about legal aid, the majority of the tenants (85%) (n=60) were not aware of legal aid services.

The findings concerning the awareness of Landlord and Tenant Affairs were similar to tenant insurance and legal aid. Of the tenants responding to this item (n=37), the majority (65.5%) of the respondents did not know about Landlord and Tenant Affairs. This finding is consistent with the landlord interviews where the respondents perceived that tenants were unaware of this organization.

4.2 Affordability

The issue of housing affordability appears in the findings in response to several interview items which were designed to investigate the types of housing problems experienced by the tenants. These items included requesting respondents to explain the reasons for choosing their first home as well as moving to their present home. In addition, respondents were asked about the reason(s) for discontentment with their present housing situation and the

type of advice about housing they would provide to a new immigrant or refugee. Another item which provided an indication of whether affordability was a concern included the item which asked whether respondents ever worried about paying the rent.

Apart from the items which were structured specifically to explore problems related to housing, the issue of affordability emerged as a problem experienced by some of the newcomers in response to interview items which were designed to investigate general problems experienced by recent immigrants and refugees. These items concerned their perception of the most common problem(s) experienced, their knowledge of problems experienced by other tenants as well as the items regarding the type of information required by immigrants and refugees after the six month and one year period in Canada.

It should be noted that in these findings 'affordability' often referred to meeting the financial requirements of government assistance funding limitations for rental accommodation. For example, Spanish-speaking respondents stated that one of the primary reasons for choosing their first home was because the rental rate was within the government funding guidelines for sponsored newcomers.

Further, the term 'choice' in this item was applied in order to initiate a response regarding all possible reasons for moving into a particular type of accommodation. However, the findings indicated that for the most part, this term is a misnomer since housing 'choice' for government sponsored refugees and immigrants is severely restricted. The inability of the newcomer to make an 'informed choice' due to an insufficient level of knowledge of housing issues in Canada, the type of sponsorship, method of placement, as well as limited government funding and settlement agency resources, all reduce the choices available to newcomer. As indicated by the comment of one respondent who stated that he, "... didn't choose the apartment ..." and that he was, "... told by the person in charge of housing at (a settlement agency)..." about a particular apartment and "... saw it and rented it. I didn't know how the apartments in Canada were".

The issue of 'choice' was also mentioned by several Polish respondents who were sponsored by a church. Some of these respondents referred to being "placed" or not choosing an

apartment because accommodation had been selected by the sponsor. This situation was confirmed in the focus group of Polish participants. It appears that the placement procedure involves securing accommodation prior to the arrival of the refugee. In these cases, the refugees have neither input nor choice regarding their first apartments.

Respondents from three (Spanish, Polish and Iranian) of the four language groups indicated that their choice in accommodation had been restricted due to what was perceived as "pressure" from settlement agency personnel. At several points during the interview, respondents made reference to having to "accept poor quality housing" because they were "told" or "instructed" by settlement agency personnel. One Spanish-speaking respondent indicated that they accepted the accommodation regardless of its poor condition because, "I was told by the people at Interfaith that I had to find one (house) and I rented that house even though I was disappointed with the problems".

A Polish tenant explained that they had been shown several houses which were in very bad condition. Subsequently, they had found a house on their own which met the rental requirements. They were not able to move into this house because the agency personnel could not reach the landlord in order to make the required arrangements. As a result, the respondent stated of their current accommodation that, "We felt forced to choose this house".

These findings were confirmed by participants in the Spanish and Polish focus groups who referred to feeling "pressured" by settlement agency personnel. A participant in the Spanish focus group explained that,

> I felt pressure from people at Interfaith House to leave this place and rent in East Kildonan or in downtown ... Because I had decided not to live in a hovel I talked with the Director/Manager of the house (M.I.I.C.) in order to get his approval for living there extra time. It took more time because I had to find the places by myself. The reason for leaving the place and renting under pressure is the internal rules that the house (M.I.I.C.) has.

Similar results emerged from the Polish focus group where many participants expressed that they felt pressured to accept their accommodation. These participants stated that,

> ... the apartments we were shown by the housing managers from Interfaith or International Centre (or by their private or church sponsors) were really bad. Some of us rented our first places because we felt that we did not have any choice - or because of the pressure from the agencies to make a decision as soon as possible and not to create problems for them.

When compared to the other respondent groups, the problem of affordability appeared most frequently in the responses from the Spanish-speaking and Polish tenants. For example, compared to the three other respondent groups, the Spanish-speaking tenants most frequently stated affordability after location as a reason for choosing their first home. Most respondents indicated that the first home met the "economical requirements". Several respondents mentioned that they "chose" their first home because they were informed by the settlement agencies that the unit fulfilled the "economic requirements".

With less frequency than the Spanish group, Polish respondents also included affordability in their reasons for choosing their first home. In reference to their first home, one respondent stated that, "It wasn't expensive and we knew we could afford it later, when the government assistance is over". Another respondent stated, "I chose my first place because it was very cheap".

Conversely, the Vietnamese and Iranian respondent groups, rarely mentioned affordability in relation to housing. These groups only mentioned affordable accommodation or insufficient funding in reference to a general common problem. It would appear that the specific respondents from the two groups did not perceive this issue as a personal problem. This discrepancy may exist for different reasons in each group. Some Vietnamese respondents, particularly those from the rural areas, may not have sufficient knowledge of finances and housing markets. The Iranian respondents indicated that insufficient funds was a problem which was not specific to housing. Further, they maintained that housing became a problem as a result of inadequate employment opportunities. These respondents perceived that unemployment was the primary issue facing recent immigrants and refugees.

Similar to the reasons indicated by respondents concerning the first home choice, financial reasons were attributed to the move to their present home as well as the reason(s) for discontentment with that home. The Spanish-speaking respondents indicated that they moved to their present home because their government assistance had expired and the new unit was inexpensive. One respondent explained that she was receiving social assistance since the government assistance had expired and her former accommodation was too expensive according to the welfare guidelines. Another respondent anticipated moving from his present apartment because "... the government assistance would finish next month and the rent is expensive ...". He was unemployed.

Spanish-speaking tenants most frequently attributed high rental rate as the primary reason for their discontentment with their present home. These findings were consistent with the Polish respondents who were discontent. One respondent stated they were "not happy" in their present home because, "... the bills are too high and we pay a lot for heating. The rent is too expensive and does not include utilities. We have seen other places which are better and cheaper".

Another tenant stated that she was moving out of her apartment because she had secured employment which paid minimum wage and she could not afford her current accommodation. A third respondent stated that they only slept in their apartment one night because of the condition of the unit compared to the high rental rate. Conversely, those respondents who were content with their present accommodation often mentioned the low rental rate as contributing to their contentment.

The Spanish-speaking tenants were the single respondent group which mentioned affordability in response to a general question on housing problems experienced by other newcomers. Further, this issue was stated in relation to the specific circumstances of large families. Several respondents indicated that they had heard that large families had difficulties finding affordable housing in good condition.

These respondents maintained that due to the government rental guidelines, these families were frequently placed in older homes which were in various stages of deterioration and were

located in low income areas. One respondent who had a family stated that, "large families have problems finding a good place to live. They need a house, but the cheapest ones are located in bad areas". Another respondent stated that, "larger families need a house, but the houses are expensive and they have to live in a place according to the economic requirements that Manpower (sic) sets".

With respect to the advice the respondents would offer to newcomers, the Spanish and Polish groups frequently mentioned finding "inexpensive housing" and selecting accommodation based on their "finances". This is consistent with the other interview findings which indicated the emphasis placed by these two respondent groups on the issue of affordability.

Similarly, in response to the items regarding the type of information required by newcomers at the six months and one-year time interval, the Spanish-speaking respondents most frequently suggested that information concerning various housing markets within the city (e.g. inexpensive areas) was needed, as was information about available housing programs. One respondent suggested that, "... orientations should give information about areas. People should know where the good and bad areas are ...". This respondent added that newcomers need, "... to know about other programs of assistance, for housing and others. How and where to apply and where people can get information and help ..."

Another respondent maintained that after six months newcomers required information on, "... What to do when government assistance expires. Give advice about prices, not to rent expensive places, because when the government assistance finishes people have to move". This respondent added that after one year, newcomers need information on, "... government programs for housing. When and how to apply for it. How to choose a place according to their income".

4.3 Location

Similar to the issue of affordability, the location of accommodation emerged from the findings as a concern expressed by respondents in the four language groups. The emphasis

placed on the issue of location varied slightly among the respondent groups. In terms of the frequency with which location was mentioned in response to particular items, the four respondent groups appeared to placed equal emphasis on this issue. However, location was a concern more to the Polish respondent group than others.

Further, the respondents from the four language groups most frequently mentioned location as a concern in reference to the proximity to necessary services and the perceived level of safety in a residential area. In response to some items, respondents articulated convenience or safety as a factor in terms of location. However, the majority of respondents referred to "good" and "bad" locations which often included both of these considerations.

Generally, the issue of location was mentioned as a concern in response to seven interview items which were designed to examine the type and frequency of particular housing problems as well as general problems and concerns experienced by newcomers. These included the reason(s) for choosing the first home and for discontentment with the current home, the type of housing advice the respondents would offer to newcomers, the most common housing problem, the type of information needed after six months and one year and the most important concern for the respondents when they initially arrived in Canada. With the Polish respondents this issue emerged as one of the responses to an additional three interview items which included the problems with previous homes and housing expectations and disappointments.

Respondents across the four groups most frequently mentioned location as the factor which was considered important when choosing their first home. For the majority of respondents, this response referred to the proximity of the accommodation to necessary services including schools, public transportation, government offices and stores. One Polish respondent stated, "I rented the apartment because it was downtown and I felt that this was important because I didn't know Winnipeg, and I didn't want to travel very far to school".

Another respondent commented that,

> I thought that it's good to live downtown at the beginning as it is close to school and stores. I knew that the neighbourhood is not very safe but I found the location of the house convenient for the first couple of months in Canada.

Finally, one Vietnamese tenant stated,

> When moving to a new country, it is better to live close to everything and in an area where there are some of your own people. If you don't know the city it can seem deceptively far when you are driven from the settlement agency to an apartment. People feel the place is far away because of the long ride in the car even though later they realize that the location isn't so far away from downtown. A good location, close to schools, C.E.I.C., and a market are very important features.

The findings indicated that for most, location was not one of the reasons tenants chose their present home nor was it mentioned as a reason for discontent with their present accommodation. An exception were a few Iranian tenants who indicated that an inconvenient location was one of the reasons for discontentment with their current accommodation. However, this was mentioned by these respondents as frequently as problems with noise and neighbours.

In response to the item which asked respondents if they were happy with their present home, one Iranian respondent stated that,

> I expected to be informed enough about the apartment and the area. My apartment is very far from downtown. I have had many problems with communicating with my friends, job and school.

Another respondent indicated that,

> My school is very far from the apartment. I have a problem going to school during the winter. The Superstore is far from me. I have to buy many groceries in smaller shops and it costs me more money. This results in a constant financial problem.

The issue of apartment location was most frequently mentioned by the majority of the respondents across all groups in response to the interview items which pertained to the most common housing problems and the advice that the respondents would offer newcomers. For three of the respondent groups (Spanish, Vietnamese and Polish) the most common housing problem expressed was that newcomers were unfamiliar with the city which included having insufficient knowledge about which residential areas of the city were "good" (convenient or safe) and "bad" (inconvenient or unsafe). For Iranian respondents, location was the second most frequent response after language problems.

In reference to this problem, one Vietnamese respondent stated that,

> When they don't know the city well, they don't know where the good neighbourhoods are. We didn't know anything about the areas of the city. We were asked what area we wanted to live in but no one advised us about the benefits or disadvantages of specific areas.

Another respondent commented that,

> When we first arrived we were so afraid of not being able to find our way home after going outside (especially in the winter when it is so cold) so we wanted to live close to everything.

In addition, a Spanish-speaking tenant indicated that, "People don't know the areas in this city. For instance, there are areas where drunk people and thieves live". Another respondent commented that,

> People do not know the city, its areas and their advantages and disadvantages. Newcomers should be advised of the advantages of living near a bus stop and supermarket, especially in winter.

A Polish respondent explained that,

> They don't know where to look and they don't know the reputation of certain areas (like downtown). First they are happy that they found a cheap apartment but later on they are very concerned about their neighbourhood.

With respect to the type of housing advice offered to newcomers, the Spanish-speaking, Polish and Vietnamese respondents mentioned the provision of information about the location of accommodation most frequently in response to this question. These tenants maintained that newcomers should be advised about the advantages and disadvantages of living in particular residential areas. The Polish respondent group stated factors related to location more frequently than other considerations. A similar response was expressed by the Iranian tenants. However, these respondents referred to advice about "suitable accommodation" which would include more than location considerations.

With regard to the most important concern experienced by the respondents when they initially arrived in Canada, the majority of respondents in three of the four groups (Spanish, Vietnamese and Iranian) referred to finding a "good", "suitable", "appropriate" accommodation or "information about the city" which implied location considerations including proximity to necessary services and safety. One Spanish-speaking respondent stated that the most important concern upon arriving to Canada was, "to find a place in a good area that was convenient and close to places such as school, Interfaith House and government offices". Similarly, another respondent stated that finding a good house in a good area was most important. In addition, a Vietnamese respondent stated,

> I worried about shelter, school and where I would be able to shop. I didn't have any form of transportation to get to a shopping centre. I was really terrified of the cold weather and felt it was very important to live as closely as possible to the school and the market.

While the Polish respondents did not express location as their most important concern, the related issue of safety was evident in their responses to three other interview items. These respondents frequently mentioned the lack of safety as a problem with previous homes as well as an expectation or disappointment with previous homes. One respondent stated that, "My first place was very disappointing for me. I was living in one of the worst areas of Winnipeg and among people who told me that I had no chance for a better life here ...".

Another respondent explained that, "We were very disappointed about housing when we came to Canada. Our first home was very discouraging ... the house was in a very bad area (lots of fights and noise)".

A third tenant stated that, "My neighbours had parties all the time, they were drunk and making noise, breaking windows ... and making a disaster of the building. I didn't feel safe at home ...".

4.4 Housing Quality

The analysis of the tenant interview data revealed that the most significant problem with respect to immigrant and refugee housing was the matter of housing quality. This problem encompasses several facets including general building maintenance, the extent to which the appliance and utilities function as well as cleanliness standards. Tenants in all four respondent groups referred to one of these aspects of housing quality in response to nine interview items which dealt with reasons for housing choices, expectations and disappointments, current problems, the most common problems, and advice about housing.

In three out of four groups (Iranian, Spanish and Polish), poor housing quality or conditions were most frequently mentioned in the descriptions of homes in which these tenants had lived prior to their present accommodation. The descriptions of previous accommodation provided by the respondents focused on appliances which did not function properly, lack of security because locks required repairs, insufficient heating, poor cleanliness standards, and infestations of cockroaches. The following excerpt from an interview with a Spanish-speaking

woman who was widowed with children describes the type of housing conditions which often appeared in the findings:

> The house didn't have enough sockets. I had to unplug the refrigerator if I wanted to use other appliances. The electrical system did not work well. When I used all the sockets at once, the fuses would blow. The house had a laundry room but we couldn't use the washer or dryer because that caused the fuses to blow. For this reason we had to go to a laundromat. The refrigerator only worked for the first month. When we moved in, the walls were dirty and we couldn't hang pictures on the walls. The people from the second floor jumped and ran and the pictures fell down. The doors were unsafe for us. The front door was always unlocked and any person could enter my house (the front door was shared by both families). The people from the second floor used to push or knock at the front door when they were drunk. I also had problems with the hot water in the bathroom. The first two persons could take a hot shower but not a third.

The absence of such responses from the Vietnamese group was due to the fact that for most of the respondents their present accommodation was also their first upon arriving to Canada. An additional explanation may be related to their lack of knowledge in terms of acceptable housing condition standards. For example, one Vietnamese respondent commented that, "People from the countryside of Vietnam are not familiar with running water, electric lights, telephones and flush toilets. I didn't know how to use a stove when I came here". Conversely another respondent stated that,

> There is no definition of what a good apartment is. I know of some people who stayed at the International Centre and were shown a variety of apartments that were all in bad shape. I felt confused and sad because we were thinking that the International Centre (personnel) believed that was all the Vietnamese expected.

Contrary to the type of descriptions of previous homes, respondents from the Vietnamese and particularly the Polish groups mentioned that the quality of the accommodation was an important reason in choosing their first home. This result should be qualified in that most

of the tenants who stated that the cleanliness or condition of the apartment was one of the reasons why they chose their first home, had compared their choice to the other apartments they had been shown. For example, one Polish respondent stated that, "We chose this house because it was great compared to the three others we had seen before". Another tenant commented that, "We chose our first apartment because it was much better than the others we saw".

With respect to housing expectations and disappointments, respondents from each language group referred to housing conditions and cleanliness standards with varied frequency. The Spanish-speaking, Polish and Iranian tenants stated most frequently that they expected a "clean" home that was in "good condition" and also indicated that these factors were the reasons for their disappointment with their first home. One Spanish-speaking respondent explained that they expected,

> ... a house in good condition without problems. We were told by the Canadian Embassy in our country that we would live in a nice house. We were disappointed although we rented the house. We had to rent this house because we could not stay in the International Centre any longer and, in comparison with the first house we saw, it was better. We are disappointed because the walls are dirty and without paint. The doors were in bad condition. The floor was dirty and in bad condition. The windows were in bad condition. The landlord promised us that he would repair everything, but he did not do it.

One Polish respondent stated that,

> We were very disappointed about housing when we came to Canada. Our first home was discouraging. The present one is better but still poor. We find the standard of housing in Canada unsatisfactory - at least within the (financial) range of places available for us now.

Similarly, one Iranian tenant stated that,

> I expected a house with a good condition and being secure in the area. I was disappointed. The carpet is very old and smelly. The windows are very old and hard to open. The doors don't have very good locks. There isn't any shower at home. The landlord doesn't repair any of these problems.

The Vietnamese respondent group indicated that cleanliness and better housing conditions were expectations which ranked second after having no expectations or not knowing what to expect regarding the Canadian housing standards. One respondent stated that, "Because I had no experience with Canada, I had no idea what to expect. I wasn't disappointed with my first apartment because I had nothing to make a comparison with. I assumed that all the apartments for $300 rent, would be the same". Another tenant commented that, "I didn't expect much and I was willing to settle in any country that would take me. I only wanted a clean, quiet home that was better than the refugee camp". A third refugee stated,

> I didn't expect anything. I just wanted to go to school to learn English. When I was in the camp people said that Quebec was colder than Winnipeg. But when I came here it was cold too. I became very scared of the weather and my wife cried because all we could see out the window was snow. In the camp people said Canadians are very kind and told me not to worry about anything. They said the Canadian government would take care of everything and help me find a job.

The findings regarding the extent to which the respondents were "happy" with their present home indicated that the groups were split between those who were (Vietnamese and Polish) and were not content (Spanish and Iranian) with their present accommodation. Six of the 10 Iranian tenants responding to this interview item expressed dissatisfaction with their present home and attributed this to the poor quality of the housing. One respondent commented that,

> I expected to have a place in better condition. In my apartment the ceiling is leaking, and the closets and the cupboards aren't working. The kitchen floor was damaged. The windows are frozen in during the winter. The thermostat is not working so I cannot control the heat in my apartment.

Another tenant explained that,

> I am not happy with it (apartment). The rent is very high compared to other apartments and it isn't worth it. There are many things out of order or damaged at the apartment. The air conditioner doesn't work ... There are many cockroaches and mice; door locks don't work; [I have] trouble opening the front door; [the] toilet does not work (flush and water comes out all the time); [the] shower in the bathroom is broken; and sometimes there is no water in the building for a day at a time.

Similarly, 61.1% of the Spanish-speaking respondents were not content with their present home as a result of poor housing conditions. One respondent stated that,

> I am worried about the cockroaches in the kitchen and bathroom. I don't know what to do about it because I don't know where to buy a poison or how it's called in English. I am embarrassed to ask people about this because I don't want them to know I have cockroaches in my home.

Another tenant indicated that " ... the floor and the walls are dirty, the sink isn't in good condition and one of the cupboards is in bad shape. Besides, it is expensive and I have seen other apartments like mine and they are cheaper".

While slightly more than half the Polish respondents were content with their present accommodation (52.6%), almost half (47.4%) were not happy. One respondent who was content with their accommodation stated, "We are very happy with our present home. We are on our own, nobody interferes and we have a big back yard where we have planted some flowers". Another tenant commented that, "We are satisfied with our present apartment which is better quality than the first one. It's bigger, has big windows, nice floor and is very bright". The majority of the respondents who expressed dissatisfaction with their present accommodation attributed various reasons. In addition to housing quality, factors included inconvenient location, affordability and poor quality of schooling for children.

The majority of the Vietnamese respondents (78.5%) stated that they were content with their present accommodation. One respondent stated that, "I love this place because of the wonderful view". Another tenant commented that, "I am happy with my present home. I like

the location and the city view". A third respondent stated that, "The home I have now is wonderful and we are not at all disappointed with anything".

Most of the respondents who expressed dissatisfaction with their present accommodation also indicated that housing quality factors were the main source of the problems with their present home. The Iranian and Polish respondents focused on both the poor condition of their present home with respect to appliances requiring repairs and problems with the utilities as well as the inadequate standard of cleanliness. One Polish respondent described the problems with the current house and stated,

> The heat didn't work until the middle of November, at the same time it was working in the lower duplex. When we complained about it the landlord gave us a small electric heater that didn't make the apartment warm enough. Very often there's no hot water to take a shower. There's a leak from the roof and the landlord said he didn't have a ladder to fix it. The sink in the kitchen doesn't work well and it gets blocked all the time. When we moved in, the bathroom wasn't ready to be used. The landlord was doing repairs for the following four weeks. Finally, when it was done the bathroom still wasn't painted and I had to do it myself.

A similar description was received from an Iranian respondent who stated that,

> This house has always had problems since we moved in. For example, one day during winter time the electricity was gone. We didn't have light for 24 hours. The heat was affected as well. The house was very cold and nobody payed attention to it even though I complained to the landlord and the International Centre.

The Spanish group also indicated that they experienced problems with their present homes. One respondent stated that, "The toilet is in poor condition, water is leaking through the floor. During the last rain the basement leaked and we were almost inundated. When the snow started to melt, water came into our house".

The issue of poor housing quality was mentioned most frequently by the Iranian and Polish tenants in response to the interview item which required respondents to describe the problems other newcomers had experienced. These respondents discussed inadequate cleanliness standards as well as poor conditions with respect to utilities and appliances. One respondent stated that,

> One of my friends was living in a cold apartment. The cold air used to come from the windows and the doors inside his apartment. He asked the caretaker to give him another apartment. He didn't get it, even though there was an empty apartment in the building. Eventually he had to buy plastic to cover the seam from the windows and doors. He also had to pay more money for his electricity bill in order to heat his apartment better because he was using an extra heater.

A Polish respondent described the experience of some friends:

> They got a townhouse from Manitoba Housing that was so dirty that they had to spend a few days to make it look normal. Now they rented a very bad but very cheap apartment with holes in the floor, devastated kitchen (broken furniture and stove) and many other things.

The Vietnamese and Spanish groups did not mention this issue in relation to problems they had heard other newcomers were experiencing. Some of the Spanish-speaking respondents indicated that housing quality was a problem experienced by newcomers with large families.

Despite the emphasis placed on the issue of housing quality by the majority of the respondents, they did not perceive this as the most common problem experienced by newcomers. Poor housing conditions were ranked third by the Vietnamese respondents after language and location as the most common problems experienced by newcomers.

With respect to the type of housing advice the respondents would offer to newcomers, three of the groups (Iranian, Vietnamese and Polish) gave advice related to housing quality. The Iranian respondents appear to emphasize more factors related to housing quality than other housing considerations.

The Vietnamese respondent group placed equal emphasis on cleanliness and such conditions as location of accommodation. One Vietnamese respondent stated that, "I would tell them to choose a clean, bright, warm and quiet apartment". Another tenant commented that, "The newcomer should find a clean home ..." and "... should check if anything is broken or doesn't work at the apartment and tell the landlord to fix these things before he moves in".

In terms of the advice they would offer to newcomers, the Polish tenants indicated that housing quality factors were not as important as location. However, these respondents frequently mentioned that newcomers, "should pay attention to the condition of the unit and condition report". One respondent explained that, newcomers should, "... pay attention to all details when they are renting an apartment and write them down in the condition report ...". Another tenant stated that newcomers should "pay attention to the quality of the apartment".

4.5 Problems With Management

The tenant interview contained an item which directly asked the respondents whether they have had problems with their current landlord. The majority of respondents from each language group responded that they have not experienced any problems. However almost half of the respondents from the Iranian (45.5%) and Spanish (45.5%) groups indicated that the opposite was true.

In addition to this direct response, indications of past and present problems with building management (caretaker and/or landlord) appeared in the interview findings in relation to problems with housing quality. When describing problems with previous and present homes, housing disappointments, reasons for discontentment and housing problems experienced by other newcomers, respondents often made reference to "complaining" or "speaking with" building management which was uncooperative or unresponsive. One Spanish-speaking respondent explained that, "I complained many times about all these problems to the caretaker, but I couldn't get a solution. He (caretaker) recognized the problems and told me he would communicate them to the landlord. After the first month, we decided to move away from there". A Vietnamese respondent stated that,

> Some of the problems I heard people had were losing their damage deposits or their landlords sometimes not looking after their apartment properly (not enough heat in the winter, toilet broken and nobody fixing it) ... Even people who have cleaned their apartments have lost their damage deposits ...

In some cases, respondents did not articulate the problems with building conditions as the responsibility of the management. Further, they did not always attribute the problem to management. However in view of the frequency with which these respondents have personally experienced or have heard of others who have experienced poor housing conditions and cleanliness standards, it is not unreasonable to infer that these problems, in part, result from management which is unresponsive to the concerns of these tenants.

This finding is supported by some of the interviews in response to whether in their present house problem(s) had been solved, how or who had assisted in solving the problem(s) and what, if any problems still existed. For example, despite the fact that the majority of the Polish respondents stated that they had not experienced problems with their landlord, some respondents indicated that they had problems with their present accommodation and that in approximately half of these cases, nothing had been done to solve the problems which existed. There were similar results for the Iranian respondent group.

Additional data which support this finding were evident from the findings on the method used by respondents to resolve present problems. Most of the respondents who reported that they had problems with their present accommodation indicated that they had either "complained" or "spoke to" either the caretaker and/or the landlord.

The findings from the focus groups provide support for the problems cited during the interviews. Participants in each of the four groups indicated that they felt that they had been treated unfairly by landlords, managers or caretakers. The participants from the Polish, Spanish and Iranian focus groups indicated that they believed that building management had taken advantage of them because of their inability to speak English as well as their inadequate knowledge of their rights as tenants. Some of the Polish participants indicated that,

> ... sometimes we felt that landlords and caretakers took advantage of us because we didn't know housing laws and regulations very well and we don't know our rights. Sometimes there are misunderstandings or taking advantage because of our inability to speak English. We can't even complain if something goes wrong because we cannot express ourselves fluently. Our condition reports were not done as they should because of that reason.

Excerpts from the Spanish focus group indicated a similar belief on the part of the participants. One participant explained that,

> ... the relationship between landlords, caretakers and newcomers is unequal. The barrier of language is the principal obstacle because newcomers can't communicate in English. Landlords take advantage of the temporary ignorance of the newcomers about Canadian life, laws and rights ...

This respondent described incidents which had occurred and stated that, "Those things could never happen to any Canadian people because after living here they are aware of their rights and responsibilities. And they know where to go if they have a problem. So, the landlords know that the newcomers don't know the agencies, where they are, or how to access them".

4.6 Communication Issues

The tenant interview included direct questions which concerned the ability of tenants to communicate with their landlords and who, or what organizations they relied on as sources of information on housing procedures and regulations. The findings indicated that the majority of respondents across the four language groups were able to communicate in English with their landlords. However, this finding is complicated by two considerations: A large percentage of respondents from each group were unable to communicate with their landlords. In addition, the results indicated that several respondents from each group were unable to distinguish the position of landlord, manager and caretaker. Consequently, while the respondents may have been communicating in English to someone, it was not clear to whom.

There were several interview items which asked respondents who, or what organization had provided specific types of housing information to them. As discussed earlier in this section (see legal/regulatory issues), the findings indicated that the respondents were heavily dependent upon family, friends and settlement agencies for information. The level of dependence on other sources for basic information did not appear to vary significantly with the length of time the respondents had lived in Canada.

Dependency in terms of the provision of information, was evident from the findings concerning the extent to which newcomers knew and understood housing regulations and procedures (e.g. leases, condition reports). The findings suggested that part of the lack of knowledge was due to the absence of an interpreter at the time these procedures were performed. Ensuring the presence of interpreters is essential in resolving this situation. One participant of a focus group stated that,

> No one told me about signing the lease. When I was in the place I planned to rent; the house coordinator told me to sign here. I didn't know what I was signing. No one explained to me what a lease was for. I didn't understand anything ... The house coordinator and the caretaker left me sitting in a chair and I felt like a stupid person. I showed them the problems but we couldn't communicate. I didn't speak English and they didn't speak Spanish. I could have signed my death sentence without even knowing it.

Additional interview items which addressed the most common housing problems and the most important concern upon arrival in Canada also precipitated responses relating to the issue of communication. Respondents across the four groups indicated that second to locating a "good" home, language was the most common problem. Similarly, with the exception of the Spanish respondent group, tenants indicated that language was one of the top three issues of concern upon arrival to Canada.

It was not the purpose of the interview to confirm that recent immigrants and refugees to Canada have difficulties communicating and understanding English. This fact was evident prior to conducting this research. However, the interviews provided some insight regarding the pervasiveness of this problem and the extent to which the language barrier affects all

aspects of the lives of newcomers. For example, one Vietnamese tenant explained that, "Because we don't speak English well ... we hesitate to complain. If we have an apartment with enough of the basic needs, we don't have to talk to the landlord as much and we don't have to suffer". Another respondent stated that, "Vietnamese don't like legal fights and they think the Landlord and Tenant Association will only protect the landlords".

These comments, combined with that of another Vietnamese tenant regarding the perception of settlement agencies about the low housing expectations, as well as the finding that landlords reported that the Vietnamese were less demanding as tenants than other language groups, has profound implications regarding the perceptions and explanations attributed to the occurrence of problems. It may not be that the Vietnamese are less demanding or have lower housing expectations, but that the language barrier has made them unable and unwilling to communicate their needs and created misperceptions about this group.

4.7 Perceived Agency Settlement Responsibility

In order to identify areas where there is insufficient information supplied to newcomers, or where current information supplied is not receiving sufficient emphasis, two interview items were designed which requested respondents to provide suggestions regarding the type of information required by newcomers after a six-month and one-year period in Canada.

Initially, these items were structured to collect data on the type of housing information that newcomers needed. However, only one respondent group emphasized housing when describing needed information. All respondent groups emphasized different areas which they perceived as important information for newcomers.

The Spanish respondent group clearly indicated that information related to housing is needed at this time. This includes information on housing affordability, location (good and bad residential areas) and rental regulations regarding damage deposits, leases and subletting requirements. Since this information is contained within the initial orientations provided by settlement agencies, it is apparent that for this group, the information is not being retained over an extended period of time. Following housing information, the respondents indicated

a need for information on the police and legal systems as well as what to do once the government assistance is terminated.

Similarly, after a one-year period, the Spanish-speaking respondents most frequently mentioned the need to have information on housing programs as well as other assistance programs. In addition, this group stated that employment information was also required.

The Iranian respondent group identified learning English followed by the need for information on employment and education as the three most frequently mentioned types of information that newcomers required. Some of these respondents stated that the current language course for immigrants and refugees was not sufficient and additional training was necessary. In reference to employment, these respondents indicated that newcomers need information on how to find and secure employment. After the one year period, the Iranian respondents emphasized the need to know about job training as well as locating and securing employment.

The Polish respondents most frequently stated that additional orientations were required during the first six months after arrival. These respondents implied that the information included in the orientation is not being retained and should be repeated over an extended period. According to these tenants, additional information on employment, education, insurance, income tax and banking were needed after six months. After one year, some respondents indicated that additional orientations would be required whereas others stated that it was not necessary.

The respondents from the Vietnamese community stated most frequently that newcomers needed to have information on employment, followed by housing and the Canadian systems of service (e.g. medical, legal). A few respondents indicated that information on employment was necessary after one year.

In addition to the personal interview, the focus groups also addressed the issue of the responsibility of settlement agencies in the provision of information and services. The criticism and recommendations for improvement regarding the settlement agencies were

directed at two areas: The content of the orientations and the ability of the personnel and volunteers to deliver necessary services.

Most of the participants expressed the opinion that the orientations were not sufficient in content. The Spanish focus group participants indicated that some areas of the orientation content were irrelevant. One participant stated that, "People told me things like, 'don't steal in a supermarket'. I was very disappointed and offended because I am not a robber". Another participant explained that in the orientation, "Interfaith spent too much time talking about stupid things like: 'in your country you ate berries most of the time, but in Canada people eat ...'. I was offended that Interfaith was explaining about what supermarkets were. My God, don't they know we have supermarkets in our country too". Despite the amount of time spent in the orientation this participant said that she had been told about the lease but no one had explained the contents of a lease. The Polish focus group participants stated that the information provided was helpful initially, but was not adequate for later reference. They also indicated that the orientations do not address "many important issues" related to school, jobs, social services, taxes, insurance, banking and access programs.

In reference to agency personnel, some focus group participants stated that some of the personnel were not sufficiently qualified. One participant stated that, "I asked about buses and their routes and how to get to a certain place. The counsellor said that she didn't know because she has her own car and does not bother with public transit. On another occasion, the same person said she didn't know because she was from Vancouver". Similarly, a participant described a situation in which she had asked for the newcomer's book and the counsellor had not heard of the book or where to locate it. Another participant indicated that she had questions regarding services and programs because she was concerned about her financial situation. In response to her questions a counsellor stated, "Why are you worried? You are a single mother, you don't have to worry".

The result of one focus group indicated that,

> ... if these organizations were well organized, the newcomers wouldn't have any problems. These organization don't have enough power from the government in order to help the newcomers. These agencies are a little helpful for the first two weeks when the newcomers come to Canada. After that, nobody pays attention to their problems any more ...

With regard to personnel resources, the participants stated that there were not sufficient numbers of interpreters. This issue was emphasized in the Iranian and Spanish focus groups. The participants from one group stated that, "The agencies must have more translators. In this case, the newcomers have a better opportunity to communicate in their own language and get better information".

The focus group protocol addressed areas in which the settlement agencies could improve housing and settlement for newcomers. It was suggested that orientations include additional information regarding education for adults and children, employment, the labour market, training programs, social services and degree accreditation. In addition, it was expressed that orientations must provide information on all of the government agencies, their services and locations.

Finally, the focus groups and the interview findings indicated a need for ongoing support and services to tenants once they have moved into their accommodation. It was evident that the initial orientation in terms of content and relevancy was not sufficient.

The provision of extended service in areas including language, employment and education appears to be beyond the mandate and services provided by settlement agencies. Apart from providing a referral mechanism to the appropriate government department, agency and/or organization and educational institution, the responsibility for the provision of this information exists with a different source. However, it was evident from the findings that a large percentage of respondents did not understand the legal implications of leases, condition reports and damage deposits because an interpreter was not present when they signed their lease.

4.8 Problems Encountered By Specific Groups

The analysis of the interview data revealed that some respondent groups placed more emphasis on particular issues due to personal experiences. For example, affordability was an issue that the Spanish, and to a lesser extent, the Polish respondent groups emphasized more than the other two groups. In reference to the Spanish-speaking tenants, affordability was a particularly important issue for large families, since the houses which are sufficiently large enough and affordable are in various stages of disrepair and located in low income or "bad" areas.

Similarly, the issues of noise and location were emphasized more by the Vietnamese respondent group in relation to their own personal experiences, as well as experiences that they had heard about from others. Compared to the other groups, the Vietnamese respondents stated more frequently that they had heard of people in their community having been evicted or having problems with their landlords because of noise violations. In addition, when asked about their relationships with other tenants, this group most often indicated no relationship. It would appear that as a result of the community experience regarding noise violations, tenants have become extremely sensitive on what is, and is not, allowed by noise regulations.

The location of accommodation was a factor which the majority of the respondents considered in their choice of residence. However, this issue appeared to be particularly important to the Vietnamese respondents. They emphasized the need to live in close proximity to necessary services. Moreover, they preferred to live within their ethnic community which is located in a specific area of the city. This preference was confirmed with the landlords interviewed, who stated that most of the Vietnamese tenants whom they have been associated with, prefer to live within their own community.

It should be emphasized that the variation in the importance placed on particular issues among the four language groups is based on an accumulation of data representing the individual experiences of the tenants interviewed. In this sense, it would be misleading to attach particular problems to specific groups. Generally, the aggregated findings based on

a number of interview items pertaining to particular issues indicated the opinion of the respondent group. However, there was considerable variation of opinion within each respondent group with respect to some issues.

The variation within the respondent groups may be attributed to some demographic variables including geographic origin and education level. For example, some of the Vietnamese tenants interviewed, indicated that immigrants and refugees originating from rural areas would have more difficulties with adjusting to western housing standards. This suggestion was, in some respects, confirmed by the data regarding the frequency with which some tenants had problems with operating appliances. This problem was also mentioned by some of the landlords interviewed.

The level of education of some of the respondents may have resulted in the variation of response to, and emphasis on, certain issues. For example, the expectations of some respondents regarding housing, as well as life in Canada, may have been affected by the education level and employment status of the immigrant/refugee prior to arriving in Canada.

4.9 Summary

The tenant interview findings were presented and discussed in several sections including Legal Issues, Affordability, Location, Housing Quality, Problems with Management, Communication Issues and Perceived Settlement Agency Responsibility. Within each subject area, the findings among the four respondent groups were compared in terms of similarities and inconsistencies in responses.

With respect to legal issues, it was reported that a significant percentage of Polish and Spanish-speaking respondents (47.5% and 33.3% respectively) were not aware of the requirement of providing notice or the sufficient time period required in order to provide adequate notice.

Contrary to the opinion of the majority of the landlords interview, there was a significant percentage (36.4%) of the respondents who stated that a condition report had not been completed upon moving into their residence. A larger percentage (47.1%) stated that they did not possess a copy of a completed condition report.

The majority of respondents understood that causing damage to their apartment would result in the loss of their deposit. However, a substantial proportion of respondents did not mention that inadequate cleanliness standards could also result in deposit loss. This finding is significant in view of the opinion of the landlords interviewed stated that the majority of deposits are withheld due to an insufficient standard of cleanliness.

The findings indicated that while the majority of respondents (76.2%) were aware of noise regulations, a substantial percentage of Spanish-speaking and Iranian respondents (37.5% and 33.3% respectively) were unaware of these regulations. In addition, while the Vietnamese tenants interviewed stated that they had not had problems with regard to noise violation, they had heard of other tenants in their community who have had problems with the landlord or have been evicted due to noise violations.

The majority of the respondents were not aware of multiple tenancy regulations. This was particularly evident with the Vietnamese and Polish respondents. Similarly, the respondents did not know by what percentage the landlord could legally raise their rent and they were not aware of Landlord and Tenant Affairs.

The issue of housing affordability was most frequently mentioned by the Spanish-speaking and Polish respondents in response to several interview items. The issue of the location of accommodation was equally important to all four respondent groups. Of particular concern was being informed and locating in the "good" (versus "bad") residential areas.

Based on the analysis of the interview findings, housing quality was the most significant issue for all four respondent groups. This issue was frequently stated in response to housing related items as well as questions pertaining to general or common problems. Related to the issue of poor housing conditions was that of uncooperative or unresponsive building

management. The Spanish-speaking and Iranian respondents stated that they had experienced problems with their landlords.

The importance and effects of the inability to communicate were evident throughout the interview findings. While the majority of the respondents stated that they could communicate in English with their landlord, the findings indicated that many of their problems with housing conditions remained unsolved. As well, important documents including lease agreements and condition reports were not understood by tenants. This indicates that inadequate communication remains a significant problem. In addition, there were numerous respondents who reported that interpreters had not been present when leases were signed.

The lack of an adequate resource of interpreters is one of the areas which is perceived as a responsibility of the settlement agencies. In addition, respondents identified that newcomers required housing information, additional orientations as well as education, employment, social services, basic insurance, income tax and banking information. Finally, there was a clear indication which was implied and articulated throughout the research, that ongoing service support and delivery by settlement agencies should be a priority.

5.0 RESEARCH FINDINGS: LANDLORDS PERSPECTIVES

5.1 Overview

As might be expected, the majority of the respondents communicated with tenants in English. Some respondents had the assistance of employees who were able to communicate in other languages which matched the first language of the tenant. In most cases, the landlords contacted settlement agencies for translators or requested that the tenants provide translators.

For the most part, respondents indicated that they were either 'very satisfied' or 'satisfied' with the relationship between their companies and the settlement agencies. While the respondents expressed general satisfaction with the working relationship, several problems were noted. These problems can be categorized as examples of perceived non-cooperation by the agencies or agency personnel. These include being late or not keeping appointments with landlords, insufficient or no action on complaints by landlords, not providing sufficient notice or time for landlords to secure accommodation according to required procedures, and agency personnel complaining about tenants regarding their housing expectations. Indicating the perceived lack of cooperation by one of the settlement agencies, one respondent stated that the agency "washed their hands of them (tenants)" once they had been placed in their accommodation". Another respondent stated of an agency that the personnel attempts to waive requirements because "they need the apartment yesterday".

One respondent indicated a degree of dissatisfaction with the settlement agencies on the basis that assistance, which was promised in resolving tenant problems, was not received. This respondent indicated that when problems arose the position of the agencies was that "it's between the landlord and the tenant, you are on your own".

The level of satisfaction with the settlement agencies expressed by the landlords appeared to vary with the degree of responsibility and expectation the landlord placed on the settlement agencies to resolve problems. Respondents who perceived that the landlord and the agencies shared responsibilities in terms of conflict resolution appeared to be more

satisfied with the working relationship. Conversely, respondents who placed the responsibility on the agencies to resolve problems with their clients appeared to be less satisfied with the relationship. For example, the respondent who indicated serious dissatisfaction stated that, "I rented to immigrants based on the belief that they had a ready-made social network and that I wouldn't have to 'social work' my way through things".

The findings regarding the level of satisfaction with tenants referred to the respondents by settlement agencies were similar to those related to the agencies. Generally, the majority of the respondents indicated that they were 'very satisfied' or 'satisfied' with the tenants referred to them. Most of the respondents indicated their satisfaction by stating that the tenants were "very good or good" or that they had experienced "few problems" with the tenants referred to them. Four respondents indicated a level of dissatisfaction with the tenants. In these cases, dissatisfaction appeared to be directed at both the agency, in terms of lack of cooperation in resolving conflicts, and the tenants themselves. For example, these respondents attributed problems to having "bad tenants" as well as having tenants who did not have on-going support from the settlement agencies.

The problems discussed in this section refer to a small percentage[6] of the immigrant or refugee tenant population. The issues most frequently mentioned by the respondents included multiple tenancy, lease violations, noise and cleanliness standards. The perceived severity and explanations attributed to these issues often varied according to ethnic group, the frequency with which the issue was experienced by the respondents and the individual attitudes of the respondents.

5.2 Legal/Regulatory Issues

Despite the overall level of satisfaction with the tenants indicated by the respondents, several issues of concern were reported. Issues including multiple tenancy, breaking leases (not

[6] The percentage of the immigrant or refugee tenant population who were perceived as creating problems for the managers interviewed was estimated at approximately 5% by the managers who attended the focus group.

providing notice or not subletting unit), noise violations and cleanliness/maintenance standards were mentioned most frequently by respondents.

Multiple Tenancy

The majority of respondents who identified multiple tenancy as an issue also indicated that it was more prevalent among SouthEast Asian tenants than other ethnic groups. However, one respondent stated that this problem was also evident with Eastern European tenants. The reasons attributed to the prevalence of multiple tenancy differed according to ethnic group. Among the SouthEast Asian tenants, multiple tenancy was attributed to culture. Some respondents alluded to a norm of East Asian culture which values a communal lifestyle. In relating an incident where seven or eight single males were living in a bachelor suite, one respondent stated that, " ...this is part of their culture, this is the way they make community". Another respondent stated that the company "keeps a close eye" on this group because of the cultural tendency to have more than the regulated number of people in the suite.

Another explanation suggested by the respondents in reference to this ethnic group was the lack of understanding of the multiple tenancy regulations. As one respondent stated, "They (tenants) didn't realize that it was against the law" for several families to live in a one bedroom unit. Upon further investigation, the respondent discovered that in this incident the tenant was living with a relative while renting another apartment because the relative was providing child care while the mother attended school. The reason for living together was the need for child care and the simplicity of this arrangement combined with inadequate knowledge of tenancy regulations.

With reference to the Eastern European tenants, one respondent attributed the prevalence of multiple tenancy to a number of reasons including the lack of understanding of regulations, the inability to communicate, the lack of support from settlement agencies, and instances where tenants were taking advantage of the government assistance system.

Of the explanations attributed to the multiple tenancy issue expressed by the landlords, tenants not understanding the regulations appears to be supported by some of the tenant interview data. When asked whether the respondents knew of existing multiple tenancy regulations, the data for the Vietnamese ethnic group indicated that the majority of respondents did not know about these regulations. Similar results were found for the respondents from the Polish group.

While multiple tenancy was an issue which was identified by a substantial proportion of the respondents, it was not necessarily perceived as a problem which required constant monitoring or resolution. For most of the landlords, the issue of multiple tenancy became a problem if the situation became disruptive or a complaint was received from another tenant. One respondent commented that the management was aware of this issues but stated that, "... we do not do anything about multiple tenants if it is not creating a problem ...".

Lease Violations

The problem of breaking leases was stated as frequently by the landlords interviewed as multiple tenancy. According to the respondents, this problem occurs in several ways including not providing a tenant to sublet the unit, not providing any or sufficient notice, or "skipping out" of the lease. Based on their experience, the landlords indicated that this problem was prevalent among SouthEast Asian and East European tenants. One company maintained statistics for 1989 on this problem and indicated that, "... out of nine Eastern European tenants placed only one remained for the entire year ..." thereby fulfilling the condition of a yearly lease.

Three explanations were attributed to the prevalence of this problem in these two ethnic groups. These included a lack of knowledge regarding the obligations and responsibilities concerning a lease agreement, deliberate violation of the lease conditions and financial difficulties resulting from the termination of government assistance at the end of the first year or by securing employment.

Respondents who stated that the lack of understanding or knowledge was one of the reasons why some tenants did not fulfil lease obligations, in part attributed this lack of knowledge to cultural differences. They were referring specifically to the concept of the lease as a contract binding the person to particular obligations and responsibilities. Several stated that some newcomer tenants do not, "... know what it means to sign a lease ..." and that a lease, "... has no meaning for them ..." while another stated that these tenants do not, "... understand the value of a signed agreement".

The lack of understanding was also attributed to inadequate information and support from the settlement agencies. Two respondents indicated that some newcomer tenants, " ... often do not read or understand all the terms (of a lease) and do not understand how important these bits of paper are". This response was consistent with the interview item which asked landlords whether tenants understood general rental procedures. The majority of respondents indicated that tenants did not understand procedures including providing notice, the subletting requirement, and fulfilling the time requirement of the lease. In reference to newcomer tenants, one respondent stated that, "... they say they understand but they really don't ...".

Thus, there was some inconsistency regarding the response to the item concerning the degree of perceived understanding of the contents and implications of the lease agreement. While the majority of the respondents (10 of 17) indicated that tenants understood the contents and implications of the lease agreement, a substantial number of landlords (6 of 17) indicated that sections of the lease including the provision of sufficient notice and fulfilling the time requirement of the lease were not understood by tenants.

Similarly, there was some inconsistency when findings were compared regarding the explanation that tenants did not understand obligations with reference to lease violations and the item which asked whether tenants understood their rights and obligations. The sample of respondents appeared to be evenly split between those who stated that tenants understood their rights and obligations as tenants and those who disagreed with this position or didn't know.

For example, some respondents believed that tenants understood obligations because some of their tenants had threatened to complain to Landlord and Tenant Affairs about a particular problem or were not reluctant to contact landlord when there was a problem with a unit. One respondent stated that tenants, "... knew more about their rights than their obligations and that they knew how to go to the Health Department about cockroaches instead of the landlord ...". Another respondent stated that some tenants "deliberately forget obligations" in response to an incident where a tenant pretended that he did not understand English although his English speaking capability was very good.

Conversely, other respondents did not believe that tenants understood rights and obligations. One respondent stated that tenants, "... do not understand their obligations and understand their rights even less ...". With reference to the level of dependency experienced by tenants, another respondent stated that, "... they count on you (manager) to tell them the truth ..."

An additional explanation concerning the problem of tenants not fulfilling lease obligations was related to deliberate violation of what was considered by the landlords as procedures and regulations understood by the tenants. One respondent stated that some newcomer tenants, "... do not fully understand that they are not to break leases, others don't care". This respondent also commented that, "The biggest troublemakers know the rules very well". Another respondent commented that those tenants who "cause trouble", "... do whatever they want, they've realized (that) this is a free country, something they've never had - they've never had it so good". Another landlord indicated that tenants "know" about rental procedures because, "... it's been explained to them ..." but that the explanations, "... don't stop them from not giving notice ...".

The third explanation attributed to this issue concerned current or impending financial difficulties experienced by tenants due to securing employment at which point government assistance is discontinued or cases where government assistance has or is about to be terminated. One respondent indicated that some tenants tended to "panic" about the ability to pay the rent when their government funding was about to expire. This respondent stated that for these tenants the solution to this problem is to "... try and get out of the lease ...".

The landlords we interviewed perceived that the problem of lease violations occurred more frequently among the SouthEast Asian and East European residents. This perception was substantiated by some of the tenant interview findings with the Vietnamese respondents regarding the level of knowledge regarding the details of lease conditions. These newcomers indicated that they knew that they possessed a lease and the length of that lease. However, the majority did not know the conditions which had to be satisfied in order to be released from the lease. Specifically, most of the Vietnamese newcomers were not aware of the subletting condition as a requirement for vacating the unit prior to the expiration of the lease. These results support the landlords' perception that lease violations may be occurring more frequently among this group due to a lack of knowledge concerning lease conditions.

The data from the East European newcomers indicated that the majority knew and understood the conditions of lease agreements including the duration of the lease, subletting, and lease duration. However, with respect to the notice provisions, the findings indicated a split between the tenants who were and were not aware of the provision. This finding partially supports the perception by landlords that lease violations may be occurring as result of a lack of knowledge regarding lease conditions.

The findings from the Iranian and Spanish-speaking newcomers were similar to the other two ethnic groups. These respondents were aware that they possessed a lease agreement and the duration of the lease. However, the majority of these newcomers stated that they did not know about the conditions to be satisfied in order to be released from the lease agreement despite the fact that these tenants indicated that they understood notice and subletting conditions.

The tenant interviews did not address the issue of tenant rights directly by way of a specific item. However, data collected with respect to the awareness of legal rental increases and Landlord and Tenant Affairs may be used as indicators of the level of knowledge regarding tenants rights. The findings suggests that the majority of tenant-newcomers from the four groups had no awareness of Landlord and Tenant Affairs. Further, the results from the item concerning the level of knowledge regarding legal rental increases indicated that approximately 50% of the Polish and Iranian respondents were knowledgeable about the restriction in rent increases (50% did not know). The majority of the Spanish-speaking and Vietnamese newcomers did not know about this regulation.

Noise

The third issue most frequently cited by the landlord respondents was related to noise regulation violations. According to the landlords interviewed, this problem was most prevalent among SouthEast Asian tenants and to a lesser extent, newcomers from South and Central America. The majority attributed the issue of noise violations to a lack of understanding of existing regulations as a result of an inability to communicate with tenants, and wilful violation of noise regulations. One landlord stated that noise violations occurred due to the inability to communicate with newcomer tenants and the lack of cooperation by settlement agencies.

In most cases where noise violations were identified as an issue and the cause was attributed to inadequate knowledge of noise regulations, landlords made reference to tenants who had children and allowed them to play in public areas (hallways). The cause attributed to the noise issue may also reflect cultural differences regarding the treatment of children as well as the influence of the environment in which the newcomers lived prior to their arrival in Canada. For example, some immigrants or refugees lived in houses which provided children with sufficient play areas and where there were no noise regulations.

Landlords who attributed the noise issue to deliberate violation of understood regulations referred to cases where tenants did not fulfil lease obligations. In these cases, noise violations were one aspect of the larger issue of lease violations. Two exceptions to this explanation were mentioned by respondents who stated that noise was culturally related and generated by tenants visiting each other "at all hours" and "constantly chattering" as well as using the halls and common spaces as their own to the extent that they "live in the halls".

The comparison of findings between landlords and tenants interviews concerning noise violations suggests that this issue is not general and primarily involves those tenants who are involved in the larger problem of lease violations.

Cleanliness/Maintenance and Damage

The issue of cleanliness or apartment maintenance standards was mentioned as frequently by landlords as that of noise violations. Respondents indicated that this issue was predominant among the SouthEast Asian group particularly single males. For the most part, inadequate standards of cleanliness was attributed to insufficient knowledge regarding expected and acceptable standards, although a few respondents indicated that this issue was the result of irresponsible tenants.

Specific problems related to this issue included maintenance problems with appliances and facilities due to the insufficient knowledge regarding their operation. One landlord provided an example of an incident where a tenant moved into a suite while city workers were repairing the water line on the street. The tenant could not read the signs which stated that the water had been disconnected temporarily. The tenant turned on the water taps and left the apartment in order to complain to the management about the lack of water. While the tenant was away from the apartment, the water was reconnected and the unit was flooded. Another example mentioned by a manager concerned the lack of knowledge in operating and maintaining refrigerators. The landlord was experiencing expensive repair costs because tenants, "... didn't know that fridges had to be defrosted in order to work properly and didn't know how to defrost a fridge ..."

An additional problem concerned the infestation of cockroaches as result of the lack of knowledge regarding food storage and disposal and general cleanliness requirements. Landlords commented that tenants do not understand the necessity and method of storing and disposing of food appropriately. These respondents stated that they have brought this problem to the attention of settlement agencies but the problem persists. One respondent stated that, "... the agency response had been that they explain the importance of keeping food in containers and cleaning the kitchen areas but it doesn't seem to register with Asians...".

A related concern expressed by the landlords was the tendency of newcomer tenants to not report problems. Respondents indicated that infestations of cockroaches do not come to

their attention unless personnel have been sent to apartments to conduct repairs or if other tenants complain. One respondent indicated that the cockroach problem becomes especially troublesome in buildings where there is a distribution of newcomer tenants with Canadian-born tenants. Typically, the problem is reported by the Canadian tenants because there is "less tolerance" for these conditions. The respondent indicated that this problem was unacceptable to Canadian tenants whereas newcomers "... do not perceive it as a problem and do not report it ...".

There appears to be some inconsistency in the findings related to the perceived level of understanding regarding condition reports and damage deposits compared to the problems mentioned concerning cleanliness and maintenance standards. Landlords who identified the lack of cleanliness as an issue attributed it to lack of knowledge. Yet, the majority stated that they thought that tenants understood issues associated with condition reports and damage deposits. However, the loss of deposits was blamed on poor cleanliness and maintenance.

This inconsistency was also evident in the findings regarding the reasons for retaining damage deposits. Respondents indicated that they frequently [7] retained a portion or all of the damage deposits on the basis that the unit did not meet the standard of cleanliness required. Further, insufficient knowledge of the accepted standard of cleanliness was the most frequent reason suggested by the respondents as to why units did not meet required standards.

A concern related to the comprehension of the condition reports and damage deposits expressed by two respondents was the time allotted for the move-in process. There was an indication that the appropriate amount of time was not provided in order to explain and complete the report. These respondents stated that as a result of resource constraints, the move-in procedure is usually "very rushed" and that they "would like to explain more to the tenant, there isn't the time". In reference to whether tenants comprehend the report, one respondent stated that, "... they (tenants) just sign it ..." and that "... the whole procedure was very fast. They (tenants) sign the report, pay the deposit, get the receipt, their stuff is dumped in the apartment and they're left".

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[7] Of the responses to the question regarding the frequency with which all or a portion of the damage deposit was retained by the respondents (n=9), eight respondents indicated that they retained the deposit 'all of the time', 'most of the time' or 'occasionally'.

An additional explanation attributed to the frequency with which deposits are retained referred to the irresponsibility of tenants. Similar to the earlier findings, landlords indicated that the larger issue of lease violations often included incidents where units were either damaged or left unclean. A few respondents related examples where the irresponsible behaviour of tenants had resulted in the need for repair of suites and the loss of damage deposits. One respondent stated that a tenant continually deposited rice in the plumbing system and caused blockage and flooding. Another respondent stated that, "... tenants who break leases leave the units in a mess with bugs ...". In reference to this issue another respondent concluded that this type of behaviour was related to the "intentions" of the tenants. This respondent indicated that the majority of these problems occur because tenants, "... don't intend to stay ..." for an extended period of time.

Further inconsistency was exhibited in the responses to the interview item regarding subject areas where tenants required additional information and orientation. Respondents most frequently indicated that tenants required additional information and orientation in the area of cleanliness standards and apartment maintenance.

A possible explanation for the inconsistency between landlord and tenant perceptions may be the suggestion by some landlords that while they believe tenants comprehend what condition reports and damage deposits are, and perhaps the purpose of these procedures, tenants are unable to comprehend the implications of the condition report to the consequence of the deposit. This apparent inability to "connect" the condition report to the damage deposit was demonstrated in an example where the tenant had moved and left fried fish in the oven. The respondent stated that the tenants expected their deposit returned because they had left a forwarding address and did not attribute the loss of their deposit to the rotting fish. This possibility was suggested by one tenant respondent who stated that, "... lots of people don't understand how a condition report allows them to keep the damage deposit".

Additional support for this explanation was evident in some of the findings from the tenant interviews. Responses to the interview items on condition reports and damage deposits indicated that the majority of respondents across the four ethnic groups understood the

reports and deposits. However, most respondents most frequently stated that breaking the lease and damage to the suite over an insufficiently clean suite were causes for losing the damage deposit. In all four ethnic groups, a significant number of respondents did not state an unclean suite as a reason for losing a portion or all of their deposit. This result suggests that tenants may not be as aware of this requirement.

With respect to the method applied to resolve these issues, the landlords interviewed indicated that very few of these issues resulted in the termination of tenancy nor did they require formal arbitration or mediation involving Landlord and Tenant Affairs. The majority of respondents stated that in most cases, problems were resolved informally with the assistance of the settlement agency interpreter services.

5.3 Communications Issues

The language barrier which exists between newcomer tenants and landlords was an underlying problem which pervaded and exacerbated all housing related issues. While a few respondents indicated that some issues were specific to the immigrant or refugee tenants, the majority stated that the issues evident among this population were similar to those experienced with Canadian-born social assistance recipients or low income tenants. The factor which distinguished these two populations was the inability to communicate. Subsequently, the resolution of simple maintenance problems to explaining complicated housing regulations was more difficult and time-consuming. As one respondent stated in reference to managing immigrant or refugee tenants, "Problems which should take 30 seconds to clear up, take 15 minutes".

The interviews addressed the issue of who or what organization assisted the respondents in explaining problems, regulations and procedures when required. The majority of landlords stated that while they attempted to handle these issues on their own by requiring that the tenant provide their own interpreter, they relied on the settlement agencies for interpreter services. In addition, respondents stated that building regulations (noise, facilities), moving regulations, and general correspondence were provided in writing to tenants when leases

were signed and on a consistent basis during their tenancy. However, with one exception, all correspondence was in English.

Further evidence of the communication problem was demonstrated in the tenant interview findings. With the exception of the Spanish-speaking respondents, a slight majority of tenants interviewed stated that they communicated with their landlords in English. However, the rest were unable to communicate with their landlords. Further, when asked what was their most important concern upon arrival to Canada, three of the four groups indicated most frequently that acquiring English was their most important concern.

5.4 Perceived Settlement Agency Responsibility

In relation to the communication issue, most of the respondents indicated that often interpreters were not available to assist in resolving daily issues. Moreover, several landlords stated that interpreters often did not accompany the tenant and agency personnel at the time of signing the condition report and the lease. Subsequently, the need for additional interpreters was a frequently stated response to the interview item concerning areas requiring improved service and information.

A related concern expressed by the respondents was the issue of ongoing support services. Respondents most frequently mentioned the need for settlement agencies to provide services after the tenant moved into the apartment. According to the landlords, support services after initial settlement was as, if not more, important than the initial orientation. The respondents stated that the information provided at the orientation became more relevant to the tenants once they had moved into their own accommodation.

Finally, the majority of respondents indicated that additional information and orientation was required in the areas of cleanliness standards, and general housing and rental issues.

The respondents suggested that provision of additional orientations, information and ongoing service was the responsibility of the "sponsor" or "whoever brought them (tenants) into the

country". This response indicated some confusion on the part of landlords with regard to who is responsible and what role the "sponsor" assumes in the settlement process. This response might be interpreted in two ways. The landlords believed that the responsibility for improved services was that of the settlement agencies who they interpreted as the "sponsor" or they were referring to the government. Clearly, the landlords did not perceive themselves as responsible for providing these services.

5.5 Summary

Based on the interview findings, the majority of landlords expressed satisfaction with the settlement agencies. Similarly, approximately 95% of the tenants referred by the settlement agencies were considered satisfactory. Opinions of those landlords who attended the focus group suggested that only 5% of newcomers population created problems. Problems experienced by the respondents included multiple tenancy, cleanliness standards, noise and lease violations. The explanations attributed to these problems focused on the lack of adequate information and knowledge, and the deliberate violation of understood regulations.

While approximately half of the respondents indicated that these issues were specific to particular newcomers' problems, the remainder suggested that there was no difference with this population when compared to other low income tenant populations. The factor which distinguished these populations was the explanation attributed to the problem. Some respondents suggested that for immigrant and refugee populations problems were created as a result of a lack of knowledge while for Canadian-born low income groups the problems were attributed to irresponsible tenants. The inability to communicate the knowledge was an underlying problem.

There were some inconsistencies in the findings in that the landlords frequently responded differently on a general item compared to a specific interview item. These inconsistencies were evident with the items pertaining to general rental procedures, lease violations, level of understanding by tenants on condition reports, damage deposits and cleanliness standards.

The level of inconsistency in the findings may be the result of two factors. The first is related to the specific item having the function of activating respondent recall more effectively than a general question. In responding to a general question, some respondents will not have immediate recall of specific issues which may be recalled in subsequent specific questions. Further, the respondents often did not distinguish between the general newcomer tenant population and the segment of that population which were referred to when specific problems were discussed. Subsequently, the responses may differ in reference to the general population as opposed to a segment of that population.

With reference to issues requiring additional information and orientation the respondents indicated that there was a need for instruction on Canadian cleanliness standards, ongoing support services after placement, explanation of general housing and rental issues and augmentation of interpreter services.

6.0 RESEARCH FINDINGS: PERSPECTIVES OF AGENCIES AND GOVERNMENT

6.1 Interviews with Settlement Counsellors

A group meeting was held with settlement counsellors to obtain information about settlement from their perspective. This section of the report summarizes the findings from this meeting.

Comprehension of Orientation Information by Clients

The information which newcomers obtain overseas and from other newcomers upon arrival in Canada is a powerful conditioning force. It was reported that newcomers tend to accept uncritically information from refugees/immigrants from their own ethnic groups who have been in Canada longer. Some were reported to ignore information the agency has provided. Counsellors said that problems are created because information from other newcomers tends to be factually inaccurate.

Although it was acknowledged that some newcomers genuinely forgot information as time passed, counsellors also reported that they believed some deliberately forgot when it was advantageous. According to these respondents, newcomers occasionally exhibit "convenient forgetfulness" -- when they want to do something illegal, they "forget" the information they have been told. It was felt that agency staff get "caught" between newcomers and landlords, and newcomers and other agencies. For example, counsellors believed that landlords have legitimate complaints regarding noise or too many occupants in a suite, yet the newcomer may state they did not know the rules, even though they have been explained several times. This tendency was not universal by any means, but the few cases appeared to colour landlord-tenant relations for everyone.

A related issue arose regarding perceived "manipulation" of regulations and agency policy. Some counsellors suggested that single men take advantage of the system. Refugees who have been in Canada for a while and know the system were reported to "extort" money from new refugees by helping them find apartments which they share with as many as eight tenants

in a one-room suite. Respondents said each are paid the rental allowance but are paying for one apartment. With so many tenants, resident managers often cannot tell who are guests and who are tenants. This issue of multiple tenancy was commonly reported by many respondents throughout this research. Special attention was paid to establishing the extent of the problem, especially for the Vietnamese newcomers.

Language Difficulties

Counsellors confirmed the critical problems of language deficiency. Translators are not always available when clients are moved into apartments. Transactions are often totally in English and all official documents (lease, rules, etc.) are in English. Accordingly, the role of advocating for clients regarding condition reports falls to the counsellor. M.I.I.C. retains a copy of condition reports and a copy is supplied to the tenant. All counsellors confirmed the difficulties caused by language barriers as fundamental.

Expectations

All participants believe that some newcomers have unrealistically high expectations regarding lifestyle and housing. Newcomers who are professionals, or who have technical training and have left middle class lifestyles are understandably impatient to recover their previous socio-economic status. These refugees quickly recognize that the downtown core is an undesirable part of the city.

Counsellors concurred that most newcomers are not "pressured" to accept the housing they are shown. Some counsellors reported that newcomers might feel it was their "duty" to accept a unit even though it may be inappropriate to their needs.

Landlord/Tenant Relations

It was felt there may be more problems among tenant groups as neighbours than between landlords and tenants. An example given was the existence of racial tension in some areas. Inter-ethnic rivalry was reported to be quite serious in some areas and between some groups.

A variety of examples were cited by counsellors such as:

- It was reported that Iranians have large families and are accustomed to living in homes where children are "free" to run around. Landlords who own better homes do not want to rent to large families for fear of having their property damaged. Thus, they have to move into old homes which are dirty and in disrepair and this adds their complaints.
- The differences in rent regulations between Vietnam and Canada was explained by one counsellor as "In Vietnam when you rent, it is like owning. You can do anything you want; rent is not raised and there are no noise or number regulations."
- Some newly arrived Iranians attempt to bargain for rent, as is customary in their culture. They quickly learn that this is not accepted by most landlords.

These were by no means all the examples cited, however they do illustrate the range and type of concern expressed by the counsellors.

Orientations

Counsellors stated that a general orientation about Canada should begin overseas. They believe that Canadian officials overseas raise the expectations of refugees to an unrealistic level. Also some refugees only receive information through popular television shows or movies. Counsellors believe that orientations prior to arrival in Canada should peace a stronger emphasis on the Canadian labour market and the process for regaining trades or profession.

Specifically with respect to housing, counsellors suggested that housing rental information should be integrated into "English as a second language" classes. If leases and conditions reports were the subject of discussion, interest might be raised and tenants could be equipped earlier to cope with these legal documents.

6.2 Interviews with Private/Church Sponsors

A meeting with private and church sponsors was held to obtain information on settlement practices and problems encountered by private sponsors. The interview guide designed for settlement counsellors was used. The respondents had varied lengths of experience - from 2 to 10 years.

Responsibilities/Nature of Sponsorship

With the exception of one church which is involved in full sponsorships (i.e. total responsibility), most were involved primarily in "paper sponsorships". To varying degrees, these churches also have been involved in "partial" sponsorships (i.e. responsible for everything except financial - e.g., medical and social insurance papers, jobs, teaching about grocery shopping/food). One church was involved in a case which qualified under the Joint Assistance Program of Immigrant Services (S.P.A.R.) and it was asked to assist in the sponsorship of a physically handicapped person.

The church which assisted the largest number of refugees sponsored 10 to 15 refugees/immigrants a week. Due to help from parishioners, housing is not the biggest problem. Housing is arranged prior to arrival and initially housing is with parishioners/family members. After an initial period (3 days to 1 week), newcomers are moved to chosen housing. Sometimes this is not suitable and they request other accommodation. The newcomers give their money to the church ahead of time and it is managed by the church throughout the settlement period or is returned to newcomers upon arrival. Estimated assisted refugees this year will be 600.

There was discussion about the pros and cons of initial accommodation with families. Respondents felt that this eases initial adjustment but also "babies" refugees thus creating dependency as well as creating hardships for families who assist in settlement.

Some typical problems exist with respect to private sponsorship:

- Sometimes the sponsor gets in over his/her head, or additional tasks and newcomers are added creating an additional burden for the sponsoring family;
- Some refugees, especially those from rural areas in developing countries, are very unfamiliar with North American urban life .
- At times, the sponsor becomes financially involved with the newcomer, but these appear to be infrequent occurrences.

Contact between sponsors and newcomers is reportedly frequent. Of course, there is some tapering off as the newcomer becomes adjusted, with the major separation occurring once the individual obtains employment and moves.

Orientations

Members of church committees were reported to provide the orientations. These orientations are not formalized and rely on the experience of those parishioners who have become interested in refugees. There were some reported issues and problems with providing orientation information in this way.

- Sometimes refugees have special psychological and emotional needs because of their recent experience in camps. Church refugee committees were believed to not have the expertise to give these types of refugees the necessary support. It was felt in one case that the committee had failed because they were unable to provide adequate, psychological support.
- In some cases, such as Polish newcomers, the problems are minor. Parishioners all speak Polish which assists in the adjustment process. Refugees are introduced to parish members and invited to church events. They do not require the same level of orientation and primarily need help with official documents and jobs.

- Some specific issues need to be addressed by the settlement agencies. For example, tenants' rights, housing regulations, etc. are properly part of the role of agencies rather than the sponsor. Often the sponsor does not have the detailed information to deal with these issues.

Leases and Condition Reports

In some instances, the church signs the lease for the refugee for up to one year. One respondent explained that the church does not put their newcomers in apartments but in houses or duplexes where they either do not have to sign a lease or the leases are short (i.e., one month). Another stated that he did not sign leases and felt that it was the newcomer's apartment and his/her responsibility. All agreed that newcomers were anxious to assume responsibility for their own affairs.

Other aspects of the lease such as security deposits are reportedly explained as well. Most believed that this information is understood by the newcomer at the time it is related. However, many agreed that they (the newcomers) would get more information faster at settlement agencies.

With respect to condition reports, many sponsors have apparently assumed responsibility for these. Participants reported that landlords often take advantage of refugees regarding improvements upon signing condition reports. Some participants stated that often landlords do not fulfil agreement to initiate or complete repairs.

One participant in the interview stated that for the purpose of initial settlement, newcomers should not have to sign a lease or long leases. Often they find out soon after lease is signed that the area or apartment is not suitable and they are locked in by a lease. This issue has resulted in International Centre getting into its own transitional housing where refugees may live up to a year. The respondent felt this would be particularly beneficial for government sponsored refugees because often they rent apartments that they can't afford after the funding has expired. They sometimes sign a lease for the second year and do not have the money. He advises the sponsors that they should "be sure" about accommodation before signing a lease.

One tricky issue occurs when the sponsor recommends an apartment with a view to maintaining the finances of the newcomer, but the refugee insists on a particular unit. This can create tension and is a problem for most sponsors form time to time. Some participant believed that sponsors need to be more assertive on this point, since newcomers who encounter difficulty usually return to the sponsor for assistance. Housing availability varies with the time of year. Recently the situation has improved in terms of the supply of decent accommodation.

Housing Problems

Typical problems reported by the group included:

- Cockroaches; no heating; poor insulation;
- Landlords not fulfilling promises. Some groups (Southeast Asians) are reluctant to pursue landlords and are afraid of deportation;
- The core is a poor area for many newcomers. Although it is where many services for low income persons are located, a large number of newcomers feel alienated by the location and quality of housing.

All participants agreed it was the sponsors' responsibility to keep newcomers out of apartments which were in poor condition or where the landlords take advantage. A number agreed that the city was doing a good job in cleaning up "bad" apartment blocks. Further all agreed that obtaining housing for refugees has improved over the years.

Common Problems

Finding jobs was mentioned by all participants as the most common problem. Learning the language, insufficient number of E.S.L. classes, culture shock and depression among refugees who do not have family in Canada were mentioned as important. The value of strong ethnic community support was cited as important to the adjustment of the refugee.

Cultural Differences, Housing Expectations and Landlord/Tenant Relationships.

All agreed that expectations differed according to individual, not ethnic group. One respondent stated that most refugees did not know what to expect. Another indicated that education and professional background affects expectations.

Suggested Assistance to Churches to Help Refugees

Sponsors had a number of concrete suggestions for improving their services:

- Assistance from M.I.I.C. & International Centre in the form of using materials and ideas;
- Forums where church committees and settlement agencies can share ideas/advice/resources;
- Workshops for church committees to increase their skills; and,
- Grants to refugee committees for special projects or paid positions which assist refugees.

All participants agreed that they have a "hit & miss" approach to assisting refugees. They have no formal programs and no professional personnel to assist/train them.

6.3 Interviews with Canada Employment and Immigration Commission Settlement Officers (C.E.I.C.)

A group interview was conducted with settlement officers representing C.E.I.C. Refugee Settlement Unit. This interview was designed to obtain information on settlement policies and to obtain the perspective of C.E.I.C. settlement counsellors on the problems facing newcomers. A broad range of issues was covered during the discussion.

Nature of Support

According to Immigration policy, financial support is provided for one year. This support is discontinued if the refugees find employment or move without permission before the year is ended. Support is provided at levels comparable to social assistance. Limits are set for the amounts which can be spent on housing. In general, these limits are greater than would be allowed on social assistance, a feature which causes problems if the refugee fails to secure work and becomes a welfare recipient. The housing allowances permitted by City of Winnipeg social assistance are generally lower than those allowed by C.E.I.C., and the transition to lower priced housing is difficult for those refugees who go on welfare. An allowance of $20 per week per adult for incidentals is provided for the first three weeks while the refugee is in temporary housing. A one-time cash contribution is made for pregnancy to assist with special foods and medicines. Counselling on where to obtain services such as employment training and other C.E.I.C. sponsored services are also provided.

Refugees obtain an initial issue of clothing, furniture (beds, table, chairs), kitchen utensils (pots, pans, dishes, cutlery), and appliances (vacuum, brooms, etc.). The amount issued is based on need and family size.

The Special Program for Assistance to Refugees (S.P.A.R.) is a two-year program for high risk refugees such as victims of torture, women with children and those with medical disabilities.

Issues Relating to the Problems Faced by Newcomers

A number of problems were mentioned by participants during the course of discussion. The non-existence of monthly leases was considered as an important problem. In this case, permission to move prior to the termination of a lease cannot be granted since it involves a lease violation. There is also a significant administrative cost for handling frequent movers. For this reason, permission to move is not often granted. It was acknowledged that this posed problems for refugees who may find that their first apartment is poorly located or

otherwise unsuitable. A related problem is that many refugees are forced due to lease requirements to remain in apartments that they cannot afford after the year of C.E.I.C. support expires.

Both C.E.I.C. and settlement agencies maintain on-going contacts with landlords and can often mitigate the problems of lease breaking by arranging sub-leases for newly arrived refugees.

Some concerns were expressed about the fact that refugees are unaware of how to use some appliances such as vacuums. Clogged units and using them to suck up water were cited as problems. This echoes the general problem expressed by others that some refugees, especially those from rural backgrounds, do not know how to use appliances, or follow simple practices such as dumping garbage down the chute rather than using plastic bags.

Multiple tenancy was also reported as a problem. In some cases, refugees were reported to be sharing accommodation which was designated for single person occupancy.

The networks within refugee communities were reported to be very close. This had benefits since knowledge of regulations often was spread by word of mouth. However, problems were reported such as attempts to defraud the system. For example, an individual claiming to have lost his or her rent and requesting replacement funds, might be then immediately followed by several others with the same story.

The enforcement role is difficult to reconcile with the counselling role. C.E.I.C. has a responsibility to ensure that funds are responsibly used, while at the same time they must empathize with the problems faced by newcomers.

Issues for Different Ethnic Groups

For all refugees the main concerns (after immediate physical needs are met) is to acquire language skills and find a job. Specific problems do emerge for each group, but these largely result from immediate past circumstances rather than ethnic differences.

Spanish-speaking refugees show diversity in their ability to cope with urban Canadian life. Some are well educated and arrive with a good understanding of urban culture. Others are unfamiliar with city living and require more support. These two extremes tend to be more apparent among Spanish-speaking refugees since they come from several countries.

Refugees from Iran often come from middle and upper middle-class backgrounds and have high expectations for the housing and economic circumstances. They tend to also "negotiate" everything and, reportedly, tend to be quite particular in their dealings with landlords and C.E.I.C..

Vietnamese refugees tend to encounter problems which were reported to result from "camp life." This was reported to result in a desire to live together in larger groups than usually allowed by current provincial housing regulations.

There were few problems encountered with Polish refugees, which was ascribed to the existence of a long-standing Polish community in Winnipeg.

Policy Suggestions

Participants indicated that the current rules and regulations pertaining to housing need to be explained and enforced more consistently. Many of the problems result from the inability to monitor effectively. Information should be provided in stages, not all at once. Representatives of key organizations should be given special training in cross-cultural issues and techniques.

The nature of the settlement counsellor's job should change from one of enforcement to counselling. Additional resources and staff are needed to provide more effective counselling.

7.0 CONCLUSIONS, RECOMMENDATIONS AND GUIDELINES

7.1 Conclusions

Tenants

A substantial percentage of Polish and Spanish-speaking respondents (47.5% and 33.3% respectively) were not aware of the requirement of providing notice or the sufficient time period required in order to provide adequate notice.

Contrary to the opinion of the majority of the landlords interviewed, 36.4% of the respondents stated that a condition report had not been completed upon moving into their residence. A larger percentage (47.1%) stated that they did not possess a copy of a completed condition report.

The majority of respondents understood that causing damage to their apartment would result in the loss of their deposit. However, a substantial proportion of respondents did not mention that inadequate cleanliness standards could also result in deposit loss. This finding is significant. The opinion of the landlords interviewed is that the majority of deposits are withheld due to an insufficient standard of cleanliness.

The findings indicate that while the majority of respondents (76.2%) were aware of noise regulations, many Spanish-speaking and Iranian respondents (37.5% and 33.3% respectively) were unaware of these regulations. In addition, while the Vietnamese tenants interviewed stated that they had not had problems with regard to noise violation, they were aware of other tenants in their community having problems with the landlord or being evicted due to noise violations.

The majority of the respondents were unaware of multiple tenancy regulations. This was particularly evident with the Vietnamese and Polish respondents. Similarly, the respondents did not know by what percentage the landlord could legally raise their rent and they were not aware of Landlord and Tenant Affairs.

The issue of housing affordability was most frequently mentioned by the Spanish-speaking and Polish respondents. The issue of the location of accommodation was equally important to all four respondent groups. Of particular concern was being informed of and locating in the "good" (versus "bad") residential areas.

Based on the analysis of the interview findings, housing quality was the most significant issue for all four respondent groups. This issue was frequently stated in response to housing related items as well as questions pertaining to general or common problems. A concern related to the issue of poor housing conditions was that of uncooperative or unresponsive building management. The Spanish-speaking and Iranian respondents stated that they had experienced problems with their landlords.

The importance and effects of the inability to communicate were evident throughout the interview findings. While the majority of the respondents stated that they could communicate in English with their landlord, the findings indicated that many of the problems with the conditions of their residences remained unsolved and that important documents including lease agreements and condition reports were not understood by tenants. This indicates that inadequate communication remains a significant problem. In addition, there were numerous respondents who reported that interpreters had not been present when leases were signed and reports were or were not completed.

A shortage of interpreters is one of the areas which is perceived as a responsibility of the settlement agencies. In addition, respondents identified that newcomers required housing information, additional orientations as well as education, employment, social services, basic insurance, income tax and banking information which is a need that settlement agencies could address.

Finally, it is evident that ongoing service support and delivery by settlement agencies should be a priority.

Landlords

Based on the interview findings, the majority of respondents expressed satisfaction with the settlement agencies. Similarly, approximately 95% of the tenants referred to the landlord respondents by the settlement agencies were considered satisfactory. Opinions of those landlords who attended the focus group suggested that only 5% of newcomer tenants created problems. Problems experienced by the respondents included multiple tenancy, cleanliness standards, noise and lease violations. These problems were attributed to the lack of adequate information and knowledge, as well as the deliberate violation of understood regulations.

While approximately half of the respondents indicated that these issues were specifically newcomer related problems, the remainder suggested that there was no difference regarding the nature or frequency of these issues with this population, when compared to other low income tenant populations. The factor which distinguished these populations was the inability to adequately communicate and explain the problem. Some respondents suggested that for newcomer populations, problems were created as a result of a lack of knowledge, while for Canadian-born low income groups the problems were caused by irresponsible tenants.

There were some inconsistencies in the findings in that the landlords interviewed frequently responded differently on a general item compared to a specific interview item. These inconsistencies were evident with the items pertaining to general rental procedures, lease violations, level of understanding by tenants on condition reports, damage deposits and cleanliness standards. The level of inconsistency in the findings may be the result of two factors. The first is related to the specific item having the function of activating respondent recall more effectively than a general question. In responding to a general question, some respondents will not have immediate recall of specific issues which may be recalled in subsequent specific questions. Further, the respondents often did not distinguish between the general newcomer tenant population and the segment of that population which were referred to when specific problems were discussed. Subsequently, the responses may differ in reference to the general population as opposed to a segment of that population.

With reference to issues related to requiring additional information and orientation, the respondents indicated that there was a need for instruction on Canadian cleanliness standards, ongoing support services after placement, explanation of general housing and rental issues, and augmenting interpreter services.

7.2 Recommendations and Guidelines

SETTLEMENT AGENCIES

- **Interpreter support is a priority.**

  A consistent theme throughout this research is that interpreters greatly facilitate communication between landlords and newcomers. Each agency must ensure access to interpreters to solve day-to-day problems encountered in the first year.

- **Agency staff (i.e., settlement counsellors) need improved training.**

  There are many details relating to settlement and it is very challenging to become familiar with all services. We are not suggesting that counsellors become experts in all settlement matters, but they need a sound grasp of the main problems and need to know where expertise exists. Based on comments from newcomers, many counsellors they encounter (from settlement agencies, government and other organizations) are unable to provide sufficient knowledge of housing services, regulations, and available programs.

- **Resources available to settlement agencies must increase to allow them to hire and train full-time counsellors.**

  Current wage levels and hours of work are inadequate to hire counsellors who can make a long-term commitment. Without the stability of better paying employment and full-time hours, counsellors will not be able to acquire the knowledge to assist newcomers.

- **Agencies (M.I.I.C., International Centre, and Manitoba Immigrant Access Service) should act as resources to church sponsors by:**

  - **including Church representatives in regular discussions of problems;**
  - **sharing information through informal memos, newsletters, group meetings etc.**

Private sponsors are an integral aspect of settlement. They are a critical source of funding and volunteer support for the government and settlement agencies. However, as a result of interviews and group discussions we believe that some private sponsors encounter difficulty in meeting the needs of newcomers. Comments were received from newcomers who had been sponsored by private agencies that the advice and assistance received from these agencies was insufficient. Typical complaints included location of newcomers away from language training and a lack of knowledge of the institutional and legal frameworks for settlement and housing.

- **Orientation processes should be revised to:**

  - **extend for several months after a newcomer has left the hostel;**
  - **provide informal (and voluntary) discussion groups for newcomers to talk about problems;**
  - **reduce the volume of written information which is presented at the outset: materials should be in an organized and concise format;**
  - **prepare materials for different levels of education and experience.**

Reactions during the focus groups confirmed the value of group discussions to resolve problems. Several comments were received during and after the focus groups that the format of a group of 8 - 10 persons discussing mutual concerns provides a positive forum for exchanging information.

- **Each newcomer should have an advocate (friend) to turn to for advice. A more personal relationship is needed during as well as after the initial process of settlement.**

Several interviews underscored the loneliness which confronted many newcomers, especially single men and women. Settlement agencies and the ethno-cultural communities have considerable potential for reducing settlement problems by pairing newcomers with members of the ethno-cultural community who are more established in Canada. These "buddies" or "hosts" require training to ensure that they are suitable for this task and also to ensure they have basic information on how to resolve difficulties. It would also be very useful if the ethno-cultural hosts spoke English sufficiently well to provide interpreter services to assist in the relations with landlords and others.

- **Volunteers are a critical resource for newcomer support.**

Settlement agencies survive on a combination of grants and fees for service. An important element of non-financial support is a strong volunteer base. Settlement agencies must place a high priority on developing and training a volunteer base to support newcomer services.

Volunteers are not without cost. To recruit, train, motivate, and organize volunteers is a complex management task. Before recruitment is started, a clear role for volunteers is essential. Specifically we suggest the following roles for volunteers:

- Members of the ethno-cultural community can be approached to act as "hosts";
- Volunteer interpreters can assist in relations with landlords, government and prospective employers;
- Orientations can be provided by volunteers who can show newcomers how to deal with common everyday problems. Care must be taken in this task not to "talk down" to newcomers and to ensure that advice is appropriate. Volunteers can demonstrate appliances, share hints for the home, and provide orientation driving tours of Winnipeg to assist newcomers gain an understanding of the city.

- **Close links with the ethno-cultural community should be encouraged to assist in identifying potential volunteers for newcomer supports.**

  A number of key "facts" must be stressed to all newcomers.

  - The importance of understanding written documents and the signature which validates such documents;
  - The importance of the lease and the condition report needs to be constantly emphasized. Vignettes and case studies might help.

- **Settlement agencies must accept that they will likely function as the hub of the network for newcomers.**

  It is not reasonable to expect that newcomers will approach other provincial or federal agencies (aside from C.E.I.C.). The settlement agencies will serve as a reference point for a broad range of needs. Planning and cooperation among agencies will be required to maximize the services rendered to newcomers.

REFUGEE SETTLEMENT UNIT - EMPLOYMENT AND IMMIGRATION CANADA

- **The Refugee Settlement Unit should move away from a contribution type program, where allowable amounts spent on rents and other expenses are tightly controlled, to a grant program, similar to Unemployment Insurance. The recipient should be given the discretion to spend funds as he or she chooses.**

  This recommendation is controversial. All newcomers favoured this approach. Landlords were split on the idea, with some preferring to receive rents directly from the government, and others stating that newcomers should be able to manage their own funds. The present framework used by the Refugee Settlement Unit splits their resources between counselling and enforcement of rules. Determining appropriate accommodation by restricting levels of rent may prevent a small number from living beyond their means, but it also alienates and antagonizes the majority who believe they are able to make these basic adult decisions for themselves. Specifying how many times a newcomer may move, the level of rent allowed, the number of moves

allowed, disallowing room-mates, etc. confuses an enforcement role with a counselling role.

A consequence of the enforcement approach is that most refugees view the Refugee Settlement Unit as a location to obtain money and not as a resource to assist in settlement. This has the unfortunate result in maintaining the view that government is something to outwit rather than a resource for assisting the newcomer. Some newcomers also may react negatively to the enforcement role of government in light of their previous experience.

- **Consideration should be given to a purely financial support system (i.e., do not designate housing allowance separate from total financial support).**

Following on the previous comments, our recommendation is that there should be no separation of predetermined housing allowances from total assistance received. In some cases, there may be concern about the ability of newcomers to initially manage the complexities of urban Canadian life. In these cases, limited controls on spending may be warranted, but the objective should be to remove these at the earliest opportunity. This can be addressed at the time of orientation along with advice on budgeting.

- **The Refugee Settlement Unit must work closely with settlement agencies to ensure that newcomers receive consistent information.**

If the role of financial enforcement is reduced, greater opportunities for assisting the counselling function will emerge. This will require greater coordination between the federal government and provincial social services, settlement agencies and private sponsors.

- **Multiple tenancy should be encouraged by the Refugee Settlement Unit within the framework of standard leases and government housing regulations.**

The "problem" of multiple tenancy is overstated. Everyone interviewed corroborated the existence of apartments where many single individuals resided together. Reports of 8 - 12 single individuals living in a two bedroom apartment were reported from enough independent sources to lend credibility to the phenomenon.

That being said, it is also likely that the incidence of extreme multiple tenancy is probably quite rare. It is much more common to find 4 - 6 individuals sharing an apartment. Often we were told that refugees find security in living in groups as a way of dealing with immediate past experiences. Although this may be the case, it is more likely that economic circumstances encourage this doubling. There is nothing different between a group of single newcomers sharing apartments and North American university students sharing housing.

Accordingly, in our view, the issue of multiple tenancy is one for landlords to deal with in the terms of the lease, and for the provincial and city housing departments within the terms of health and safety regulations. We do not believe it is germane to the allowances provided by the Refugee Settlement Unit.

- **"Expectations" need to be more carefully explained at the outset to ensure that newcomers are rapidly acquainted with Canadian reality, especially in respect to prospects for professionals becoming employed in their field.**

Frustrations with housing often disguise other problems. Throughout the interviews and the focus groups, some newcomers expressed bitterness at what was reported to be misleading information about the availability of work. Professionals especially expressed resentment over the information provided prior to arrival in Canada about the relative ease with which their professional qualifications would allow them to work in Canada. The inability of these individuals to secure work generally or in a field related to their educational training coloured all aspects of the settlement in Canada. While these individuals expect to become financially independent and secure quite rapidly, they were shocked by the reality of longer term dependency.

LANDLORD AND TENANT AFFAIRS (Province of Manitoba)

- **Standard leases and condition reports should be translated.**

  A common problem is language. We strongly suggest that key documents, in particular a standard lease and a standard condition report be translated into all languages required. Both an English (or French) and translated lease could be signed with the English (or French) as the legal document. It is much more likely that a newcomer will retain documents in their own language and further that the importance of these documents will be more readily apparent.

  The province should provide a translation service for landlords to translate special caveats included in the standard lease.

- **Landlords should benefit from orientation on the special needs of newcomers.**

  Generally there was good support for newcomers among the landlords interviewed. It was apparent that some misinformation existed about cultural differences. Our conclusions are that cultural differences are minor, and that most of the problems encountered by newcomers relate to language and low income. Support for landlord seminars should be provided to inform them of existing services, provide advice in working with newcomer tenants, and to encourage them to become acquainted with the recent backgrounds of refugees to promote greater understanding.

LANDLORDS

- **Applications for tenancy should cite a contact for interpreter services.**

  Landlords believed this to be a very useful idea. Most did not know how to start this practice. Clearly, the existence of volunteers to act as hosts and interpreters is needed. One task in developing the volunteer system is to increase contact between settlement agencies and landlords, both individually and through their associations.

- **An interpreter should be present when rental arrangements are being made, especially to ensure that the requirements of the lease are well-understood and that the condition report and its implications are fully comprehended.**

A key role of the host interpreter is to facilitate initial leasing arrangements and to assist in resolving difficulties as they arise. The presence of an interpreter when leasing arrangements are being made would reduce misunderstandings later. The issue of cleanliness needs to be much more clearly explained. Interpreters can play an important role in explaining rules/regulations about cleanliness.

- **Landlords who lease to newcomers need to be proactive in maintaining a close relationship with settlement agencies.**

A common problem cited with low income tenants is lease breaking. Because there is a constant flow of newcomers, settlement agencies can facilitate the sub-leasing process and reduce the incidence of lease breaking. As the relationship between settlement agencies and landlords is forged, incidents of lease breaking by newcomers should decline. Over time, the newcomer should become a very desirable tenant because sub-leases are easy to arrange.

ETHNO-CULTURAL ORGANIZATIONS

- **Ethno-cultural organizations have a special responsibility in assisting newcomers through interpreter and other support services.**

Many Ethno-cultural organizations have a low profile in settlement activity. They should be more active in assisting settlement agencies through:

- provision of interpreters to assist with housing problems;
- act as a "host" with newcomers;
- provide advice to settlement agencies and government on special problems which may occur within a newcomer community.

The experience of Polish newcomers in relation to the other groups clearly attests to the role of a sharing community.

- **A volunteer interpreter program should be started without delay. This program would provide a pool of interpreters to assist newcomers to deal with daily problems such as communications between landlord and tenant.**

This interpreter "pool" would be similar to a language bank, with the idea that it does not provide legal or emergency services. Rather, it would represent a second level of interpreter services to facilitate the minor, but irksome problems which, if left unattended, breed misunderstanding and long term resentments.

This service is different from the immediate interpretation required in medical emergencies or court hearings. Rather, it relates to the availability of an interpreter to resolve communications problems between the landlord and the newcomer, or the newcomer and neighbours. This interpreter bank could be closely integrated with the volunteer hosts, or it could be a separate service which is advertised. Also, this service should be responsive to a broad range of government services, settlement agencies, and private sponsors.

- **Government needs to take the lead in motivating the response from the ethno-cultural groups in assisting with the settlement of newcomers.**

Some ethno-cultural organizations were reported to be reluctant to become involved in assisting the settlement function. The ideal host is someone with economic stability in Canada, but an empathy to the problems of the newcomer. There is a natural interest in starting anew in Canada and a certain amount of distancing from recent arrivals. Those who had become established in Canada, may feel threatened by the recent arrivals who may expect financial and other assistance beyond simply providing information. Also, there is very often major economic, social, political and other differences among newcomers from the same country. Finally, establishing a base in a new country takes time and energy. Even those who have been here for five or ten years may be very busy with several jobs and supporting an extended family.

These barriers to closer involvement in settlement assistance by ethno-cultural community are important. They do not counter the benefits to be obtained by a closer involvement by these communities.

As an initial step government should open consultations with the ethno-cultural organizations to explore feasible ways these groups can render assistance.

Concluding Note

Throughout this research ethnic discrimination and prejudice was mentioned by some respondents. However, it is much more complex than prejudice by Canadians against recently arrived immigrants and refugees, although that does exist. Inter-ethnic rivalry among newcomer groups is also important as is discrimination by some newcomer groups against aboriginals.

Several facts should be noted. First, rivalry among some ethnic groups reflects reality among low income inhabitants of any urban area in North America. There is strong competition for economic advancement -- ethnicity and race become convenient categories to contain resentment and envy. Second, some ethnic rivalries are transplanted from foreign cultures and reflect many years of discrimination. Third, while the existence of discrimination was cited by some, many other newcomers stated that they did not feel they have been discriminated against by individuals. Their complaints tended to centre on discrimination in the job market relating to transferring education, professions, and trades from their country.

Therefore, while the existence of ethnic discrimination is a factor in the housing problems encountered by newcomers, it is our conclusion that this is not dominant. Other issues, most notably language barriers, unemployment and poverty are much more important.

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APPENDIX 1

NEWCOMER PROTOCOL

PROTOCOL

NEWCOMER RESPONDENTS

FIRST I WOULD LIKE TO TALK TO YOU ABOUT YOUR EXPERIENCE LIVING IN WINNIPEG.

1. How long have you been in Canada? in Winnipeg?

2. Is this your first home in Canada? in Winnipeg?

3. Can you describe the homes you lived in before you lived here?

4. How long have you lived in your present home?

5. Who are you living with? (If large family, did you have trouble finding a place to live because of many children/family members?)

6. How many members of your family are in Canada? in Winnipeg?

7. Who are they?

8. When you first came to Winnipeg, who helped you find a house? (probe friends, settlement officer, spouse, etc.)

9. Why did you choose your first home? Why did you move to this home?

10. What did you expect when you moved to your first home here? Were you disappointed? If yes, please explain.

11. Are you happy with your present home? If not, what would be better?

12. Who do you turn to if you have a housing problem? (probe involvement of volunteers, other service providers, church, family, neighbours, friends, etc.)

13. Have you had any problems with your present home? (probe heat, water, plumbing, lights, noise, other)

14. What problems have been solved? and how?

15. What problem still need to be solved? What will you do to solve them?

16. How do you get along with the other tenants?

17. Have you had any problems with the landlord? (probe unauthorized entrance, refusal to repair things, other)

18. Are you able to communicate with your landlord in English?

19. Do you know what the difference is between a landlord, a manager, and a caretaker. If yes, please explain the differences.

20. What are some of the problems you have heard about other people from your country having with housing? Talk about the problems you have heard that tenants are having with landlords and the problems that landlords are having with tenants.

21. What do you think is the most common problem people have with finding a good place to live?

22. When you came here did you learn how to make arrangements to have heat, lights, phone installed? Did you know how to make your payments? Did you know about long distance charges? How did you learn these things? Are you familiar with all these things now? Why? Why not?

23. Do you know how much notice you have to give in order to move from here? How did you find out about giving notice?

24. What would cause you to lose your damage deposit? How did you find this out?

25. Can you be told by the landlord to leave your apartment if you make too much noise? Who told you this?

26. Have you ever been told to leave your home? If yes, what reason were you given?

27. As far as you know are there any regulations about how many people can live here (in your home)?

28. Do you have a lease? Do you know how long your lease is for? Do you know how to get out of your lease?

29. Did the caretaker make a list of the condition of this apartment/house when you first moved in? Do you know why this was done? Do you have a copy of this list?

30. Do you know about tenant insurance? Do you have it?

31. Do you know about legal aid?

32. Do you know how much the landlord can legally raise the rent here?

33. Do you worry about not being able to pay the rent?

34. Have you received any financial assistance from government for housing? If yes, can you tell me what kind? (probe type of assistance/program - i.e. MHRC, other projects, or are they referring to welfare)

35. Have you had any problems getting government assistance for housing? If yes, can you explain what these problems have been?

36. If you were advising someone from your country who is like yourself, what would you tell them about housing when they first come to Canada?

37. What do they need to know after 6 months? after 1 year?

38. Who gave you the best advice about housing when you came here?

39. If you were asked to describe what was the most important concern you had when you first came here, what would that be? (probe stability/length of time they would be able to stay in their home/ability to pay rent)

40. Where do your closest friends live in Winnipeg? family?

41. Do you worry about the safety of your neighbourhood for yourself? your children?

42. Are you involved in a social/community club?

43. Do you use the bus? If yes, what do you use it for? Do you have a bus pass?

44. Do you own a car?

NOW I'D LIKE TO TALK ABOUT WHERE YOU CAME FROM.

45. Please tell me about the place where you were born (i.e. country).

46. Can you describe the kind of home you lived in?

47. Where did you live just before you came to Canada?

48. How did you come to Canada?

49. Who are you separated from?

50. How many of them are living in the country of your birth?

51. Have you sponsored anyone? If yes, how did that affect your housing situation?

52. Who are you most worried about sponsoring?

53. Who else do you want to sponsor? Where would they live?

54. What were you doing (working at) before you left your country of birth?

55. What is the highest level of education you received? (probe: primary, secondary, technical, university, professional)

OTHER COMMENTS:

MALE __ FEMALE __ FIRST LANGUAGE _____

SPONSOR GOVERNMENT ___ PRIVATE ____

NUMBER OF CHILDREN ____ NUMBER OF ADULTS _____

TYPE OF HOUSE HIGH RISE (MORE THAN 6 STORIES) ____

LOW RISE 4 - 6 STORIES ____

WALK-UP 2 - 4 STORIES ____

SUITE IN A HOUSE ____

TOWNHOUSE/SXS/DUPLEX ___

DETACHED HOUSE ___

CARETAKER LIVE ON PREMISES? YES ___ NO ___

LANDLORD SAME AS CARETAKER? YES ___ NO ___

Suggestions:

a. How many apartments did you see before you choose your first one?

b. Did you try to look for an apartment by yourself? Why not?

c. Do you use cheque to pay your rent? Do you know how to write a cheque?

d. Have you heard about Lanlord and Tenant Affairs?

e. Do you know any services available for immigrants for information, counselling, interpretation?

f. Do you know about existing access programs for immigrants?

APPENDIX 2

ENROLMENT GUIDELINES AND MATRIX

WHAT TO SAY TO THE RESPONDENTS

"Hello I am _____ with the Interfaith Immigration Council. I helped you when you first came to Canada. How are things going ..... (insert general comments to make the respondent feel comfortable and use your own judgment).

We are doing research on how to make things easier for others from your country to settle in Winnipeg. The research we would like to do is on housing and the problems that newcomers have with finding a home, dealing with landlords, arranging for utilities and that sort of thing.

We are using a research company which does a lot of research for agencies like us. Their name is Prairie Research Associates.

We would like to arrange a discussion with you about any problems you have had with your housing. This interview will be conducted by someone wjo speaks your language who is also a newcomer, and will take place wherever you feel comfortable - in your home, at the community centre, or even at McDonalds if you like.

The interview is completely confidential. We will not use your name or address. No one reading our report will be able to tell if you gave us an interview or not.

The report will be used by the Interfaith Immigration Council and the International Centre to improve our orientation of newcomers. We will also be telling government how to improve their regulations to make it easier and fairer for newcomers to get help.

Will you help us in this important research?"

If so, then tell them:

"Thank you. I first need to get some basic information. We are trying to interview singles and also married couples with children to make sure we get information from all types of newcomers. *Now ask some basic questions about their marital status, residence status (do they live alone, or in a group), number and ages of children.* In a few days _____ of Prairie Research Associates will be calling you to arrange an appointment. I need to make sure your address is correct"

Also verify basic facts on the respondent recording form (attached)

At this point stress that the interviewer cannot help them with any specific problem and cannot become involved in dealing with a problem. They will tell you (the housing coordinator) about these problems and that you may be able to assist.

"If you have any other questions, please call me. Thank you again for helping us to make settlement easier for others from _____."

If no, (and you have explained the research several times) thank them and invited them to stay in contact if they have any problems.

NEWCOMER HOUSING STUDY

ENROLMENT GUIDELINES

INTERFAITH IMMIGRATION COUNCIL

OVERVIEW

The Housing Coordinators are critical to the research. You must:

* Identify prospective respondents from the four language groups (Farsi, Polish, Spanish, and Vietnamese).

* Work with the interviewers to ensure that the translations are accurate and have the same meaning.

* Encourage the respondents to participate in the survey

* Reassure the respondents that the survey will be used to help others settle in Canada.

* Stress that all information is confidential.

SAMPLE

We need 6 - 7 respondents per linguistic group. Sampling may be done in two or more waves if the first enrolment fails to produce enough participants. However, if the initial contact is well done, this should not be necessary.

The following guidelines are flexible and are designed to get a minimum number or participants.

Single Man (Unmarried)

Single Man (Married)

Single Woman (Unmarried)

Single Woman (Married)

Try to get at least 2 Single respondents, with one unmarried and one married, but not living with their spouse

Married Couple (No Children)

Married Couple with Young Children (all under 6)

We need at least 3 Married Couples

Married Couple with Some Older Children (at least one 12 - 18 years old)

Older Couple (Children not at home)

RESPONDENT ENROLMENT RECORD

LINGUISTIC GROUP _____

NAME	ADDRESS	POSTAL CODE	TELEPHONE	RESIDENCE STATUS	MARITAL STATUS	CHILDREN IN THE HOME

We need at least 1 unmarried single, 1 married person but not living with his/her spouse, at least 1 married couple with no children, 1 married couple with young children and 1 married couple with at least one child over 12.

APPENDIX 3

CODED INTERVIEWS

QUALITATIVE DATA - CODING SHEETS

INTERFAITH - TENANT INTERVIEWS

ETHNIC GROUP: Vietnamese n=19

RESPONDENT CATEGORY:

Single man, unmarried, no children	5
Single man, married, no children	
Single man, married, children	
Single woman, unmarried, no children	4
Single woman, married, no children	
Single woman, married, children	1
Married couple, no children	3
Married couple, children	4
Married couple, older children	
Older married couple	
Widow/Widower, children	2
Widow/Widower, no children	

1. LENGTH OF TIME IN CANADA: 6 mos; 7 mos.;24 mos.;24 mos.;24 mos.;28 mos.; 6 mos.; 5 mos.; 8 mos.; 28 mos.; 24 mos.; 10 mos.; 36 mos.; 5 mos.; 7 mos.; 10 mos.; 6 mos.; 18 mos.; 8 mos.

   WINNIPEG: 6 mos.; 7 mos.; 24 mos.;24 mos.;24 mos.; 28 mos.; 6 mos.; 5 mos.;8 mos.; 28 mos.; 24 mos.; 10 mos.; 36 mos.; 5 mos.; 7 mos.; 10 mos.; 6 mos.; 18 mos.; 8 mos.

   RANGE: 5 - 36 months
   MEAN: 14.9 months (n=19)

2. FIRST HOME IN CANADA: YES 7 NO 12

   WINNIPEG: YES 8 NO 11

3. DESCRIPTION OF PREVIOUS HOMES:
   - clean 4
   - quiet 4
   - hot 2
   - safe 2
   - unsafe

- noisy 2
- inconvenient location
- dark
- cold 2
- evicted by Manpower due to suspicion of multiple tenancy violation (questionable eviction)
- appropriate size and play area for children
- hotel in Toronto (placed by CEIC)
- apt. which was too small 2
- not good because there were alot of Indians

4. LENGTH OF RESIDENCE (PRESENT HOME): 6 mos.; 6 mos.; 4 mos.;12 mos.;12 mos.; 3 mos.; 3 mos.; 6 mos.;3 wks.; 2 mos.; 12 mos.; 10 mos.; 32 mos.; 4 mos.; 2 mos.; 3 mos.; 5 mos.; 4 mos.; 8 mos.

RANGE: 3 wks.- 32 months
MEAN: 7.2 months (n=18)

5. PERSONS IN UNIT: 3;1;4;6;6;4;3;2;1;3;6;3;4;3;1;4;6;3;4

MEAN: 3.5 persons/unit

5A) PROBLEMS DUE TO CHILDREN: YES 3 NO 1 N/A 12 N/R 3

6. # OF FAMILY MEMBERS IN CANADA: 7;1;2;3;3;5;3;2;1;1;31;3;4;3;1;1;6;4;

WINNIPEG: 7;1;2;3;3;4;3;2;1;1;6;3;4;3;1;1;6;4;4

7. RELATION: self, children, grandchildren; self, sibling(s) 4; self, sister, children; husband, wife & sibling; self 4; husband, wife, children and relatives 2; husband, wife and children 2; self and children; self, sibling and family

8. WHO HELPED WITH HOUSE:
- family 4
- friend 7
- settlement agency staff 9
- sponsor

8A) # OF APARTMENTS SEEN:
ONE 4
TWO 2
THREE 4
FOUR OR MORE
N/A 2
N/R 7

8B) SEEK APARTMENT ALONE:
YES 7
NO 4
N/R 7
N/A 1

8C) REASON:
- weather was too cold
- didn't know how to look for apt. 2
- was ill
- unfamiliar with city

9. REASON FOR CHOOSING FIRST HOME:
- children/relatives were living in present home 3
- friend/family chose first home 2
- better than previous apts. seen
- wanted to move out of agency accomodation
- convenient location (i.e. close to school, CEIC, stores, bus) 9
- clean 7
- recommended by friend
- safe 2
- quiet 8
- landlord was from same religous background
- in Vietnamese community
- wanted to live with friend(s) 2
- did not apt. was suitable for children because they make noise and disturb other tenants 2
- working and former accomodation too expensive
- landlord spoke Vietnamese

9A) REASON FOR MOVING TO PRESENT HOME:
- wanted to live with siblings
- inexpensive
- wanted a house for children
- gov't assistance expired, on welfare, accomodation too expensive

10. EXPECTATIONS:
- no expectations 7
- did not know what to expect 2
- did not worry about housing before arrival
- clean apt. 4
- quiet unit 2
- privacy
- wanted roof over head
- expected to share apt. with siblings
- expected to share unit with others (as in camp)
- expected to share unit with one other person
- expected better conditions than in camps
- wanted a safe and peaceful country
- expected unit to be bigger/nicer

10A DISAPPOINTMENTS:
- no disappointments 3
- apt. is not clean and smells bad

- problems with electicity
- problems with appliances
- problems with heating
- noisy building 2
- problems with caretaker/landlord 2
- problems with deposit
- sad about the level of poverty they experienced
- small/crowded apt.
- people, racism among ethnic groups
- lack of recreation, nothing to do but hang around

11. CONTENT WITH PRESENT HOME: YES 15
NO 4
N/A

11A) REASON FOR DISCONTENTMENT:
- problems with heating 3
- problems with electricity
- problems with appliances 2
- traffic noise
- no place for children to play
- unsuitable for children (has to keep children quiet all the time).
- too hot in summmer

12. ASSISTANCE WITH HOUSING PROBLEMS:
- children attend to housing problems
- talked to caretaker/landlord/building manager 10
- talked to CEC
- self 3
- sponsor
- settlement agency staff 5
- friends
- ESL teacher
- looks in the phone book for appropriate place to receive help

13. PROBLEMS WITH PRESENT HOME: YES 5
NO 14
N/A

13A TYPE OF PROBLEMS:
- problems with electricity
- problems with appliances 2
- problems with heating 3
- noisy building
- minor plumbing problem 2

14. WHAT PROBLEMS SOLVED: ALL 2
MOST
SOME 1
NONE 2
N/A 14
N/R

14A HOW WERE PROBLEMS SOLVED: NOTHING DONE 2
MANAGEMENT 3
N/A 14
N/R

15. PROBLEMS REMAINING: N/A 14
NONE 2
SOME PROBLEMS 1
ALL PROBLEMS 2

15A METHOD OF SOLVING PROBLEMS: N/A 14
- will move out 2
- spoke to caretaker/landlord

16. RELATIONSHIP WITH TENANTS/NEIGHBOURS:

NO RELATIONSHIP 12
GOOD 5
FAIR 1
POOR
N/R 1

17. PROBLEMS WITH LANDLORD: YES 3
NO 14
DON'T KNOW LANDLORD 1
N/A 1
N/R

NOTE: some respondents were referring to caretaker.

18. ABLE TO COMMUNICATE WITH LANDLORD: YES 11
NO 7
N/R
N/A 1

NOTE: some respondents were referring to caretaker.

19. DIFFERENCE BETWEEN POSITIONS: YES 6
NO 13

NOTE: if responses were only partially correct they were coded as 'no'

20. OTHERS PROBLEMS:
- government sponsored refugees have problems
- did not know where to find information
- problems with landlords/caretakers 6
- problems with noise 6
- eviction due to noise 3
- renting apt. to others to make money
- single women afraid to live alone, leave unit vacant or rent it to others

- loss of damage deposit 3
- heating problems
- landlords refusing to rent to certain racial groups/welfare recipients
- difficult to get government housing (long wait)
- not understanding conditions underwhich deposits may be returned
- single men may have more problems than families 2

21. MOST COMMON PROBLEM:
- language 11
- unfamiliarity with city (distinguishing good and bad areas) 13
- insufficient finances 4
- not knowing how to rent apt. 5
- trying to find apt. during winter
- not knowing how and where to find an apt. in good condition 5
- trying to get apt. downtown
- finding an apt. which is convenient to everything 2
- finding way home (especially in winter)
- no car, have to live close to everything which means downtown which means "slum housing"
- good housing which is affordable
- large families with low income have difficulty finding good housing 2

22. UTILITY ASSISTANCE:
- children 2
- friends 9
- settlement agency staff 4
- learned in orientation program "Life in Canada"
- sponsor
- landlord/caretaker 3
- ESL teacher
- self 2
- refugee camp
- relative 2

22A. CHEQUES TO PAY RENT:
YES 1
NO 9
N/A 1
NOT INCLUDED 8

22B. KNOW HOW TO WRITE CHEQUE:
YES
NO 3
NOT INCLUDED 16

23. NOTICE:
YES 17
NO
N/A 1
N/R 1

23A HOW THEY KNEW ABOUT NOTICE:
- daughter informed respondent at time of interview
- friend 3

- building management/caretaker/landlord 5
- when lease was signed 3

24. CAUSE TO LOSE DEPOSIT:
- don't know 2
- no notice 13
- broke lease 3
- unclean suite 8
- damage to suite 7
- noise
- when there is no conditon report
- when there is no sublet

24A HOW THEY KNEW ABOUT DEPOSIT:
- settlement agency staff
- friends
- landlord/caretaker
- experience 2
- ESL teacher

25. EVICTED DUE TO NOISE: YES 17
NO
D.K. 2
N/R

25A HOW THEY KNEW ABOUT NOISE:
- settlement agency staff 3
- friend 2
- observed tenants being evicted 2
- informed by building management/caretaker/landlord 3
- common sense 4

26. EVER EVICTED: YES 1
NO 18
D.K.
N/R

26A REASON FOR EVICTION:
- don't know

27. MULTIPLE TENANCY REGULATIONS: YES 3
NO
D.K. 16
N/R

28. LEASE: YES 13
NO 4
D.K.1
N/R 1

28A KNOWS LENGTH OF LEASE: YES 9
NO 1

N/A 4
N/R 5

28B KNOWS HOW TO GET OUT OF LEASE: YES 2
NO 9
N/A 2
N/R 6

30. CONDITION REPORT: YES 8
NO 8
D.K.2
N/A 1
N/R

30A REASON FOR REPORT: YES 6
NO 3
D.K.
N/R 10

30B COPY OF REPORT: YES 4
NO 7
D.K. 1
N/A 1
N/R 6

31. TENANT INSURANCE: YES 1
NO 18
D.K.
N/R

31A KNOWLEDGE OF INSURANCE: YES 7
NO 12
N/R

32. KNOWLEDGE OF LEGAL AID: YES 1
NO 18
N/R

32A KNOWLEDGE OF LANDLORD & TENANT AFFAIRS: YES
NO 11
N/R
NOT INCLUDED 8

32B KNOWLEDGE OF INFO SERVICES: YES 8
NO 1
N/R 1
NOT INCLUDED 9

32C KNOWLEDGE OF ACCESS PROGRAMS: YES 1
NO 4
N/R 1
NOT INCLUDED 13

33. KNOWLEDGE OF RENT INCREASE: YES 3
NO 16
N/R

34. WORRY ABOUT RENT: YES 7
NO 12
D.K.
N/R

35. FINANCIAL ASSISTANCE (HOUSING): YES 3
NO 16
D.K.
N/R

35A TYPE OF HOUSING ASSISTANCE:
- welfare 3

36. PROBLEMS WITH GOV'T HOUSING ASSISTANCE: YES
NO 3
D.K.
N/A 16
N/R

36A TYPE OF PROBLEMS:

37. ADVICE ABOUT HOUSING:
- find clean apt. 4
- live near friends
- check on condition of apt.
- ensure that landlord/caretaker does repairs before move in
- be sure that accomodation is suitable before signing lease (difficult to move) 2
- do not live near Indians 3
- be knowledge of rules and regulations 2
- find quiet apt. (where neighbours don't bother you) 2
- share accomodation (less expensive)
- do not move too frequently (expensive)
- look in the newspaper for apts.
- do not live downtown if you don't like noise
- learn about tenants rights 2
- keep apt. clean
- the more money spent, the better the apt.
- not to rent from a particular landlord
- ensure that a condition report is done and tenant has copy
- find apt. in convenient location (i.e. close to schools, stores, etc)
- don't bother reading newcomer's guide - it's too complicated
- find affordable apt. 2
- find out about good and bad areas of city
- advise against one year leases
- for families, houses are more suitable than apts.

38. INFO. NEEDED AFTER 6 MONTHS:
- don't know 2
- no info need when still on assistance
- learn English 2
- how to find employment 8
- how to associate with others
- should know how to change apts. and how to get of lease
- Canadian systems (i.e. how to go to a doctor; how to rent apt.)
- good and bad areas of city
- initial orientation should be repeated
- type of info needed dependent on where tenants come from (rural vs. urban)
- knowing how to get around city and accessing places needed
- education info
- housing info
- Canadian laws

38A INFO. NEEDED AFTER 1 YEAR:
- how to find employment 2
- don't know 2

39. BEST ADVICE:
- don't know
- no one 5
- settlement agency staff 8
- family
- sponsor
- friends 5

40. MOST IMPORTANT CONCERN:
- finding employment 10
- learning English 11
- having a good home 12
- knowing housing regulations 2
- learning how to drive/buy car
- having enough money 4
- going to school 3
- Canadian law
- having enough food
- where to shop for food
- learning about Canadian society 2
- how children would be able to attend/get through school

41. LOCATION OF CLOSEST FRIENDS IN WINNIPEG:
- inner city 16
- in the same building
- different areas of the city 2

41A LOCATION OF FAMILY:

42. WORRY ABOUT SAFETY FOR SELF: YES 4
NO 15

D.K.
N/R

42A. WORRY ABOUT SAFETY FOR CHILDREN: YES 3
NO 4
D.K.
N/A 12
N/R

43. INVOLVED IN SOCIAL CLUB: YES 5
NO 14
D.K.
N/R

44. BUS USAGE: YES 12
NO 7

45. OWN CAR: YES 6
NO 13

46. DESCRIPTION OF COUNTRY OF ORIGIN:
- small city, North Vietnam
- village, North Vietnam
- small city, South Vietnam
- town, Vietnam 11
- village, Vietnam 2
- large city, Vietnam 3
- town, Cambodia

47. DESCRIPTION OF HOME:
- government townhouse, small city
- brick house covered with coconut leaves, fishing village
- brick house, town 7
- wood house, covered with coconut leaves, town/village 3
- brick townhouse, city 3

48. COUNTRY PRIOR TO CANADA:
- Saigon
- Philippines
- Thailand 5
- Malaysia 7
- Indonesia
- HongKong 2

49. DESCRIPTION OF IMMIGRATION:
- direct from Saigon
- direct from Phili[illegible]ines
- direct from Thailand 5
- direct from Malaysia 7
- direct from Indonesia
- direct from HongKong 2

50. SEPARATED FROM:
- no one
- family 2
- parent(s) 14
- siblings 14
- grandparent(s)
- spouse
- children

51. NUMBER OF FAMILY LIVING IN COUNTRY OF ORIGIN: ALL 14
MOST
SOME 1
NONE
D.K. 1
N/R 3

52. SPONSORED OTHERS: YES 2
NO 17

52A EFFECT ON HOUSING SITUATION:

53. WORRIES ABOUT SPONSORING:
- sibling 3
- family
- spouse and child
- no one 14

54. WANT TO SPONSOR:
- family 3
- no one 16

54A ACCOMODATION:
- with respondent 2

55. OCCUPATION IN COUNTRY OF ORIGIN:
- retired
- factory worker 2
- farmer
- owned business 3
- fisherman
- sewing machine operator
- small store manager 2
- student
- teacher
- artist/designer
- train engineer

56. EDUCATION LEVEL: PRIMARY 11
SECONDARY 7
VOCATIONAL
UNIVERSITY 1
COLLEGE 2

PROFESSIONAL

DEMOGRAPHIC INFORMATION:

AGE:61;23;24;26;20;32;25,23;23,20;28;24;28;28

RANGE: 20 - 61 years (n=14)
MEAN: 27.5 years

MALE:12 FEMALE:10

FIRST LANGUAGE: Vietnamese 17; Chinese

SPONSOR: GOVERNMENT: 11 PRIVATE: 4 CHURCH: 2

NUMBER OF CHILDREN:3;3;4;1;3;4

RANGE: 1-3 MEAN: 3 (n=6)

NUMBER OF ADULTS: 1;1;5;5;5;
1;2;2;1;3;2;2;1;2;1;2;3;3

RANGE: 1-5 MEAN: 2.3 (n=18)

TYPE OF HOUSE: HIGH RISE 3
LOW RISE 2
WALK-UP 6
SUITE IN HOUSE
TOWNHOUSE 3
DETACHED HOUSE 3

CARETAKER ON PREMISES: YES 11
NO 3
N/A 1
N/R 4

LANDLORD SAME AS CARETAKER: YES 3
NO
N/A 1
N/R 15

COMMENTS:

- thinks that benefits (O.A.P) should be provided before 10 years in country
- need for special social services for immigrants - Child & Family Services geared to Canadians. Heard of incident where children were removed from home because they were disciplined according to Vietnamese tradition.
- some indication of inconsistent decisions by CEC e.g. allowing some to move and not others when conditions of unit warrant a move; procedure for medicare; long waits for service.
- a few respondents mention "not trusting" the Vietnamese interpreter at CEC and therefore do not go for assistance.
- some respondents mentioned that single men were having difficulties adjusting to Canadian life and need counselling.
- some respondents indicated that the outlet where clothing is received is inadequate/clothing is inappropriate/owner is not friendly.
- lack of knowledge and confusion about multiple tenancy and noise; what is allowed and what isn't; appears to be a slight paranoia about noise - the majority of responses to question #16 about tenant relations indicated that tenants have a fear of making noise because they could be evicted.
- several respondents mention need to distinguish between rural and urban refugees for orientation purposes - rural immigrants need more info.
- significant differences between housing rules in Vietnam and Canada. This creates some confusion.
- some indications that settlement agencies are not providing sufficient information at the appropriate time.
- signficant amoumt of fear due to lack of information concerning winter weather.

QUALITATIVE DATA - CODING SHEETS

INTERFAITH - TENANT INTERVIEWS

ETHNIC GROUP: Iranian n=11

RESPONDENT CATEGORY: Single man, unmarried, no children 4

Single man, married, no children 2

Single man, married, children 4

Single woman, unmarried, no children 1

Single woman, married, no children

Single woman, married, children

Married couple, no children

Married couple, children

Married couple, older children

Older married couple

1. LENGTH OF TIME IN CANADA: 7 mos.; 19 mos.; 24 mos.; 6 mos.; 20 mos.; 7 mos.; 20 mos.; 12 mos.; 8 mos.; 18 mos.; 18 mos.

WINNIPEG: 7 mos.; 19 mos.; 24 mos.; 6 mos.; 20 mos.; 7 mos.; 20 mos.; 12 mos.; 8 mos.; 18 mos.; 18 mos.

RANGE: 6 - 20 months
MEAN: 14.5 months

2. FIRST HOME IN CANADA: YES 3 NO 5 N/R 3

WINNIPEG: YES 3 NO 1 N/R 7

3. DESCRIPTION OF PREVIOUS HOMES:

- poor heating; unit was unclean and in poor repair 2
- inappropriate size
- non-functioning locks
- poor plumbing
- old unit
- good facilities
- good location
- expensive rent
- bad location for children

4. LENGTH OF RESIDENCE (PRESENT HOME): 6 mos.; 6 mos.; 18 mos. 5 mos.; 4 mos.; 6 mos.; 12 mos.; 7 mos.; 1 mo.; 18 mos.

RANGE: 1 - 18 months
MEAN: 7.8 months

5. PERSONS IN UNIT: wife; wife & children 4; ; roommate; no one 2; girlfriend; children

5A) PROBLEMS DUE TO CHILDREN: YES 1 NO 4

6. # OF FAMILY MEMBERS IN CANADA: 7; 6; 4; 5; 0; 0; 1; 0; 4; 0; 2

WINNIPEG: 7; 6; 4; 5; 0; 0; 1; 0; 4; 0; 0

7. RELATION: husband,wife & children 3; husband, wife, children & cousin; girlfriend, sister & family

8. WHO HELPED WITH HOUSE:
- friend(s) 3
- settlement agencies 5
- self 2;

8A) NUMBER OF APARTMENTS SEEN: ONE 1
TWO
THREE
FOUR OR MORE 1
N/R 9

8B) SEEK APARTMENT ALONE: YES 1 NO 1 N/R 9

8C) REASON:
- settlement agency instructed respondent not to look for an apartment.
- settlement agency explained that this was the agency's responsibility.

9. REASON FOR CHOOSING FIRST HOME:
- Good location (i.e. close to downtown) 3
- safety
- no choice (i.e. only accomodation available)
- ethnicity of landlord
- inexpensive rent
- to be eligible for school
- convenience
- need for privacy
- no response 3

9A) REASON FOR MOVING TO PRESENT HOME:
- more reasonable rent
- better location for children
- appropriate size 2
- clean
- safety

10. EXPECTATIONS:
- larger house
- safer area 3
- cleaner 2
- better repair 4
- no response 4
- more quiet

11. CONTENT WITH PRESENT HOME: YES 6
NO 4
N/A 1

11A) REASON FOR DISCONTENTMENT:
- problems with caretaker re: children playing in front of building
- poor building maintenance 4
- neighbours 2
- noise 2
- expensive rent
- insects
- inconvenient location 2

12. ASSISTANCE WITH HOUSING PROBLEMS:
- self 4
- caretaker/manager 2
- C.E.C. counsellor
- International Centre/Interfaith 7
- friends

13. PROBLEMS WITH PRESENT HOME: YES 6
NO 2
N/A 3

13A TYPE OF PROBLEMS:
- heat
- plumbing 3
- hydro
- unit requires painting
- problems with facilities
- noise 3
- insects
- neighbours (harrassment)

14. WHAT PROBLEMS SOLVED: ALL
SOME 1
NONE 5
N/A 5

14A HOW WERE PROBLEMS SOLVED: NOTHING DONE 5
MANAGEMENT 1

N/A 5

15. PROBLEMS REMAINING: N/A 4
NONE 1
SOME PROBLEMS 1
ALL PROBLEMS 5

15A METHOD OF SOLVING PROBLEMS: N/A 5
- complained to caretaker/manager 5
- complained to settlement agency 2
- contacted CEC cousellor

16. RELATIONSHIP WITH TENANTS/NEIGHBOURS: NO RELATIONSHIP 1
GOOD 6
FAIR
POOR 3
N/R 1

17. PROBLEMS WITH LANDLORD: YES 5
NO 6
N/R

18. ABLE TO COMMUNICATION WITH LANDLORD: YES 7
NO 4
N/R

19. DIFFERENCE BETWEEN POSITIONS: YES 7
NO 4
N/R

20. OTHER PROBLEMS:
- roofing
- flooring
- heat/air conditioning 2
- unable to find appropriate accomodation
- landlord not repairing apt. 3
- improper eviction notice 2
- noise 3
- improper entry to apt. by landlord
- safety
- general maintenance of unit
- loosing deposit

20A PROBLEMS BY LANDLORDS:
- no condition report re: damage
- damage to suite 2
- late rent 2
- landlord doesn't have any problems 2

21. MOST COMMON PROBLEM:
- affordable accomodation 3

- good location 2
- safe location 2
- good landlord
- language 6
- lack of knowledge re: housing 3
- finding employment
- financial stability

22. UTILITY ASSISTANCE:
- learned by experience 3
- friends 5
- International Centre/Interfaith 5

NOTE: issue of long distance calls mentioned in each interview as a problem in terms of CEC policy.

23. NOTICE: YES 11
NO
N/R

23A. HOW THEY KNEW ABOUT NOTICE:
- friends 2
- settlement agency

24. CAUSE TO LOSE DEPOSIT:
- inadequate notice 2
- no condition report
- breaks lease 2
- damage to suite 10
- didn't know

24. HOW THEY KNEW ABOUT DEPOSIT:
- self
- friend 2
- settlement agency 4
- caretaker

25. EVICTED DUE TO NOISE: YES 6
NO 1
D.K 2
N/R 2

25A HOW THEY NEW ABOUT NOISE:
- self
- friends
- settlement agency

26. EVER EVICTED: YES 1
NO 4
D.K.
N/R 6

26A REASON FOR EVICTION:
- landlord revengeful toward tenant after giving notice

27. MULTIPLE TENANCY REGULATIONS:
YES 3
NO 6
D.K.
N/R 2

28. LEASE:
YES 9
NO 2
D.K.
N/R

28A LEASE CONDITIONS:
- 1 year 6
- month to month

28B LEASE TERMINATION:
- sublet 4
- doesn't know 5
- give notice

30. CONDITION REPORT:
YES 8
NO 3
D.K.
N/R

30A KNOWS REASON FOR REPORT:
YES 10
NO
D.K. 1
N/R

30B COPY OF REPORT:
YES 7
NO 3
D.K.
N/R 1

31. TENANT INSURANCE:
YES
NO 4
D.K.
N/R 7

31B KNOWLEDGE OF INSURANCE:
YES 1
NO 4
N/R 6

32. KNOWLEDGE OF LEGAL AID:
YES 3
NO 1
N/R 7

32A KNOWLEDGE OF LANDLORD & TENANT AFFAIRS:
YES
NO

N/R 2
NOT INCLUDED 9

32B KNOWLEDGE OF INFO SERVICES: YES 1
NO 1
N/R
NOT INCLUDED 9

33. KNOWLEDGE OF RENT INCREASE: YES 4
NO 6
N/R 1

34. WORRY ABOUT RENT: YES 3
NO 6
D.K.
N/R 2

35. FINANCIAL ASSISTANCE (HOUSING): YES
NO 11
D.K.
N/R

35A TYPE OF ASSISTANCE: 1 received assistance from MHRC & student loans.

36. PROBLEMS WITH HOUSING GOV'T ASSISTANCE: YES
NO
D.K.
N/A 9
N/R 2

36A TYPE OF PROBLEMS:

37. ADVICE ABOUT HOUSING:
- obtain info about housing (condition report; lease) 3
- obtain info about problems
- not to feel obligated/pressured to accept accomodation 3
- make sure accomodation & location are suitable 8
- get 6 month (as opposed to 1 year) lease.
- refer to settlement agency
- become proficient in English 2

38. INFO. NEEDED AFTER 6 MOS.:
- language 9
- training to find employment 2
- find employment 2
- information regarding education

38A INFO. NEEDED AFTER 1 YEAR:
- basic lifestyle information (housing, shopping, getting jobs) 3
- job training, how to secure employment, secure employment 8

39. BEST ADVICE:

- no one 4
- friends 5
- settlement agency 4

40. MOST IMPORTANT CONCERN:
- learning about currency, prices, budgetting
- shorter lease 2
- culturally appropriate furniture (i.e. carpet)
- language 3
- lack of information about the city and Canadian lifestyle 4
- not having person available to provide necessary information 2
- finding employment 3
- lonliness

41. LOCATION OF CLOSEST FRIENDS/FAMILY IN WINNIPEG:
- not close to friends (different area of city) 7
- not close to family 2
- close to friends (same area of city) 4

42. WORRY ABOUT SAFETY FOR SELF: YES 7
NO 3
D.K.
N/R 1

42A WORRY ABOUT SAFETY FOR CHILDREN: YES 1
NO 1
D.K.
N/R 9

43. INVOLVED IN SOCIAL CLUB: YES 2
NO 5
D.K.
N/R 4

44. BUS USAGE: YES 8
NO 2
N/R 1

45. OWN CAR: YES 3
NO 1
N/R 7

46. DESCRIPTION OF COUNTRY OF ORIGIN:
- Tehran, middle class
- rich country, bad government 6
- strong sense of community 3
- good country 5

47. DESCRIPTION OF HOME:
- lived with in-laws, upper class
- lived with parents in home
- big, middle class 3

- good location 7
- owned home 5
- rented home
- lived in hotel

48. COUNTRY PRIOR TO CANADA:
- Turkey 6
- Pakistan 3
- India
- Greece

49. DESCRIPTION OF IMMIGRATION:
- through the U.N. in Turkey 3
- left Turkey when visa was not renewed
- through the U.N. in Pakistan 3
- through the U.N. in India
- through the U.N. in Greece

50. SEPARATED FROM:
- family 10
- country 8
- friends 7

51. NUMBER OF FAMILY IN COUNTRY OF ORIGIN: ALL 5
MOST 3
SOME 3
NONE

52. SPONSORED OTHERS: YES 1
NO 4
N/R 6

52A EFFECT ON HOUSING SITUATION:
- awaiting a response.

53. WORRIES ABOUT SPONSORING:
- sibling 6
- spouse
- in-laws
- friends

54. WANT TO SPONSOR:
- parents 1
- family
- in-laws
- no one 5

54A ACCOMODATION:
- sponsor's home 2

55. OCCUPATION IN COUNTRY OF ORIGIN:
- student

- truck driver 2
- moulder
- management
- sales
- hotel office
- heating repair
- factory
- hair stylist
- electrical technician

56. EDUCATION LEVEL : PRIMARY 4
SECONDARY 2
VOCATIONAL 1
UNIVERSITY 4
COLLEGE
PROFESSIONAL

SOCIODEMOGRAPHIC INFORMATION:

AGE: Mean :35 yrs.
Range: 28-44 yrs.

MALE: 10 FEMALE: 1

FIRST LANGUAGE: PERSIAN 8
IRANIAN 3

SPONSOR: GOVERNMENT: 11 PRIVATE:

NUMBER OF CHILDREN: Mean: 3.2 (n=5)
Range: 2-5 NUMBER OF ADULTS: 2 (n=1)

TYPE OF HOUSE: HIGH RISE 4
LOW RISE
WALK-UP 2
SUITE IN HOUSE
TOWNHOUSE 1
DETACHED HOUSE 2

CARETAKER ON PREMISES: YES 7 NO

LANDLORD SAME AS CARETAKER: YES 1 NO 3

COMMENTS:

- Canadians unaware of situation in Iran
- Iranian immigrants in "pain" when they leave country
- Canadian gov't. wants immigrants for menial jobs
- biggest problem for newcomers is not housing but finding employment 2
- lack of recognition of degrees and credentials 2
- CEC funding is insufficient 5
- basic necessities not provided due to insufficienet CEC funds 4
- information that gov't does not let immigrants study in first year
- need job training and info on how to find employment
- disturbed about giving personal information. note: Immigrants sign release on confidential information on clients for Interfaith.
- immigrants treated poorly by Canadians because they can't speak English
- ESL schools are poor and classes are not long enough 3

QUALITATIVE DATA - CODING SHEETS

INTERFAITH - TENANT INTERVIEWS

ETHNIC GROUP: Spanish n=18

RESPONDENT CATEGORY: Single man, unmarried, no children 3

Single man, married, no children 1

Single man, married, children

Single woman, unmarried, no children 1

Single woman, married, no children

Single woman, married, children 2

Married couple, no children

Married couple, children under six 3

Married couple, children, grandparents

Married couple, older children 4

Older married couple

Widow, children 2

N/R 2

Widower, children

1. LENGTH OF TIME IN CANADA: 13 mos.; 8 mos.; 7 mos.; 18 mos.; 14 mos.; 6 mos.; 6 mos.; 11 mos.; 9 mos.; 18 mos.; 18 mos.; 16 mos.; 18 mos.; 20 mos.; 22 mos; 11 mos.; 16 mos.; 24 mos.

WINNIPEG: n/r

RANGE: 6 - 24 months
MEAN: 13 months

2. FIRST HOME IN CANADA: YES 7 NO 11

WINNIPEG: YES 1 NO 1 N/R 16

3. DESCRIPTION OF PREVIOUS HOMES:
- troublesome neighbours
- noise
- poor electrical system
- poor appliances 2

- unit was not clean 3
- unsafe neighbourhood
- unauthorized entry by caretaker/landlord 2
- unfair treatment by caretaker/landlord 2

NOTE: 7 respondents described previous homes in terms of type i.e. bachelor apt., detached house, etc.

4. LENGTH OF RESIDENCE (PRESENT HOME): 10 days; 7 mos.; 7 mos.; 5 mos.; 14 mos; 5 mos.; 5 mos.; 11 mos.; 9 mos.; 6 mos.; 4 mos.; 15 mos.; 6 mos.; 8 mos.; 12 mos.; 11 mos.; 10 mos.; 7 mos.

RANGE: 10 days - 15 months
MEAN: 7.8 months (n=13)

5. PERSONS IN UNIT: Mother & child(ren) 4; alone 3; husband wife & child(ren) 9; husband, wife, children & grandparents; women & her parents

5A) PROBLEMS DUE TO CHILDREN: YES 2 NO 5 N/R 11

6. # OF FAMILY MEMBERS IN CANADA: 5; 3; 1; 7; 6; 4; 3; N/R; 2; 9; 30; 12; 4; 5; 5; 7; 6; 1;

WINNIPEG: 4; 1; 1; 7; N/R; 4; 3; 1; 3; 9; 5; 12; 4; 5; 5; 7; 4; 1;

7. RELATION: mother, children & brother-in-law; brothers; self; husband, wife & child(ren) 8; husband, wife, children & cousin; mother & children 2; self & brother-in-law; cousins; in-laws & grandparents; husband, wife, children & grandparents; husband, wife, children, brother -in-law & family;

8. WHO HELPED WITH HOUSE:
- Interfaith/International Centre 11
- family 3
- friend 7
- self
- counsellor from Immigration Access
- volunteers from church
- social worker from Family Services

8A) # OF APARTMENTS SEEN:

APT.1	Apt.2
NONE 3	NONE 1
ONE 1	ONE
TWO 4	TWO
THREE 1	THREE 1
FOUR OR MORE 2	FOUR OR MORE
N/R 9	N/A 16

8B) SEEK APARTMENT ALONE: APT. 1 YES 3

NO 7
N/R 8

APT.2 YES 1
NO 1
N/A 16

8C) REASON:
- inability to speak English 7
- not familiar with city 6
- had no knowledge about renting

9. REASON FOR CHOOSING FIRST HOME:
- good location 8 (close to school, government offices, hospital)
- handicap access
- fulfilled gov't assistance requirements (i.e. within rent allowance) 7
- told to accept by settlement agency workers 3
- safe area 2
- wanted middle class area
- liked apartment and area 5
- prior apt. seen was in worse condition
- advised by friends that the other apts. would be worse in terms of condition.
- located near relatives 2
- had to leave settlement agency
- apt. was on first floor with grass for children
- utilities were included in rent

9A) REASON FOR MOVING TO PRESENT HOME:
- government assistance expired (apt. too expensive) 3
- evicted due to sale of building by owner
- required larger space for family
- good location
- deposit was not required in advance
- poor tenant/landlord relations in prior location 2
- lease had expired, living with parents
- prior home was in poor condition (i.e. plumbing problems, heating problems due to insufficient insulation)
- difficulties with living with relatives
- apt. was inexpensive 3
- caretaker spoke mother tongue
- heat disconnected in prior home

10. EXPECTATIONS:
- wanted safe and quiet area 5
- wanted convenient location (i.e. close to schools, etc). 4
- wanted clean, comfortable apt./home 6
- wanted affordable apt./home 2
- wanted "professional" (middle class) area
- wanted a "place to live"

10A DISAPPOINTMENTS:

- house/apt. was in poor condition (plumbing, electrical, unclean) 6
- unsafe area
- disruptive neighbours 2
- unresponsive caretaker 3
- apt. more expensive with less amenities than others
- accepted accomodation on instruction by Interfaith
- accepted accomodation due to lack of understanding of situation (i.e. no translator available)
- inconvenient location (i.e. far from schools, etc). 2

11. CONTENT WITH PRESENT HOME: YES 7
NO 11
N/A

11A) REASON FOR DISCONTENTMENT:
- house/apt. has poor ventilation
- house/apt. in poor condition (plumbing, electrical, heating, unclean) 7
- house/apt. is infested with insects
- expensive 3
- too small 2
- too big
- problems with landlord 2
- unresponsive landlord 3
- rent does not include utilities 2
- noise (from trains, firealarms, neighbours) 3
- embarassed to meet & talk to Canadians
- can afford better accomodation
- inconvenient location 2

12. ASSISTANCE WITH HOUSING PROBLEMS:
- self 2
- settlement agency staff 9
- settlement agency volunteer (who speaks Spanish) 2
- other tenants
- no one
- friends 2
- relatives
- caretaker/landlord 8
- CEC counsellor
- Immigrant Access counsellor 2
- volunteer from Host Program
- volunteer from church
- social worker (Mt. Caramel)

13. PROBLEMS WITH PRESENT HOME: YES 16
NO 2
N/A

13A TYPE OF PROBLEMS:
- general maintenance (plumbing, heating, electrical, painting) 14
- insects 2
- laundry facilities not operating 2

- noise (neighbours) 4
- insufficient amount of money to pay utilities 3
- poor area
- poor relationship with other tenants

14. WHAT PROBLEMS SOLVED:
ALL 6
SOME 3
NONE 8
N/A 2
N/R

14A HOW WERE PROBLEMS SOLVED:
NOTHINC DONE 7
MANAGEMENT 9
N/A 2
N/R

15. PROBLEMS REMAINING:
N/A 2
NONE 5
SOME PROBLEMS 4
ALL PROBLEMS 7

15A METHOD OF SOLVING PROBLEMS: N/A 3
- move after lease expires 6
- complained to caretaker/landlord 7

16. RELATIONSHIP WITH TENANTS/NEIGHBOURS:

NO RELATIONSHIP 5
GOOD 5
FAIR 8
POOR
N/R

17. PROBLEMS WITH LANDLORD:
YES 5
NO 6
DON'T KNOW LANDLORD 8
N/R

18. ABLE TO COMMUNICATE WITH LANDLORD:
YES 8
NO 10
N/R

NOTE: some of the respondents who stated that they could communicate with landlord, actually are referring to the caretaker.

19. DIFFERENCE BETWEEN POSITIONS:
YES 4
NO 14

NOTE: positive responses to #18 somewhat inconsistent when the results of #19 considered i.e. don't know whether they are talking to landlord or not.

20. OTHERS PROBLEMS:
- large families have difficulty finding inexpensive homes that are in good

condition and in good, convenient areas 2
- deposits not returned due to different perceptions of cleanliness standards 3
- claimed damage deposit despite lack of report
- no choice in accomodation; no opportunity to choose
- unresponsive landlords 4
- evictions due to noise violations 3
- damage to suites 3
- problems with issuing receipts
- people are unfamiliar with city/good areas
- people who have children have problems because children make noise 5
- signing lease without translator; do not understand
- people who have children have to live in basement suites if they don't want problems with other tenants
- people in Chinatown have cockroaches
- lack of insulation (heating problems)

21. MOST COMMON PROBLEM:
- large families have difficulties finding houses which are in good condtion and in good, convenient locations (i.e. close to schools, etc). 3
- being required to pay first month's rent and deposit at the same time.
- problems with getting deposits returned
- unfamiliarity with city (i.e. good & bad areas) 10
- problems with getting references
- inability to speak English which causes communication and comprehension problems 4
- limited knowledge about how to look for an apt./house and housing issues 2
- single people are isolated in their apts/have no one to talk with

22. UTILITY ASSISTANCE:
- settlement agency staff 12
- don't know, utilities included in rent 6
- volunteer
- friend 4
- relatives
- CEC counsellor 2
- caretaker
- volunteer from church
- social worker from Family Services

23. NOTICE:
YES 12
NO 6
N/R

23A HOW THEY KNEW ABOUT NOTICE:
- settlement agency staff 5
- caretaker
- written in lease
- informed by management 2

24. CAUSE TO LOSE DEPOSIT:
- don't know 3
- when unit needs to be painted
- damage to suite 14
- unclean 6
- move without notice before lease expires 4

24A HOW THEY KNEW ABOUT DEPOSIT:
- learned by experience of losing all/part of deposit 3
- settlement agencies 7
- friends 2
- caretaker
- spouse
- assumed Canadian regulations were the same as U.S.
- assumed Canadian regulations were the same as Mexico

25. EVICTED DUE TO NOISE: YES 10
NO 2
D.K. 4
N/R 2

NOTE: NO responses equal D.K.

25A HOW THEY KNEW ABOUT NOISE:
- settlement agencies 2
- learned by observing other tenants who had been evicted 5
- told by friends 2

26. EVER EVICTED: YES 3
NO 15
D.K.
N/R

26A REASON FOR EVICTION:
- owner sold apartment (block)
- owner threatened to sell house
- making noise

27. MULTIPLE TENANCY REGULATIONS: YES 12
NO 1
D.K. 5
N/R

NOTE: NO responses equal D.K.

28. LEASE: YES 12
NO 3
D.K.2
N/R

28A KNOWS LENGTH OF LEASE: YES 9
NO 5
N/A 3

N/R 1

28B KNOWS HOW TO GET OF LEASE: YES 4
NO 12
N/A 2
N/R

30. CONDITION REPORT: YES 11
NO 7
D.K.
N/R

30A REASON FOR REPORT: YES 16
NO 2
D.K.
N/R

30B COPY OF REPORT: YES 7
NO 7
D.K.
N/R 4

31. TENANT INSURANCE: YES
NO 18
D.K.
N/R

31A KNOWLEDGE OF INSURANCE: YES 3
NO 15
N/R

32. KNOWLEDGE OF LEGAL AID: YES 3
NO 15
N/R

32A KNOWLEDGE OF LANDLORD & TENANT AFFAIRS: YES
NO 9
N/R
NOT INCLUDED 9

32B KNOWLEDGE OF INFO SERVICES: YES
NO
N/R
NOT INCLUDED 18

33. KNOWLEDGE OF RENT INCREASE: YES 7
NO 11
N/R

34. WORRY ABOUT RENT: YES 6
NO 12
D.K.

N/R

NOTE: the majority of NO responses were for the respondent's present situation (i.e. gov't assistance). Most respondents indicated that they were worried about the future.

35. FINANCIAL ASSISTANCE (HOUSING): YES 1
NO 17
D.K.
N/R

35A TYPE OF ASSISTANCE:
- government housing

36. PROBLEMS WITH GOV'T ASSISTANCE (HOUSING): YES 1
NO 1
D.K.
N/A 16
N/R

NOTE: the majority of respondents were still on gov't sponsorship, several others received welfare, a few others stated that they had no knowledge about housing assistance (suspect that this number would be higher if there were less respondents on gov't assistance).

36A TYPE OF PROBLEMS:
- didn't qualify for program due to circumstances of sponsorship and marital separation (i.e. had ministerial authorization to stay in Canada)

37. ADVICE ABOUT HOUSING:
- not to make a quick decision about an apt./home 3
- check more than one apt./home 2
- advantages of living downtown (i.e. close to schools, offices, buses) 6
- place close to schools, etc. but not downtown due to lack of safety 2
- safety features of apts. (i.e. security systems)
- families require houses 4
- seek advice from settle agencies/Manpower 3
- check apt. for damage 2
- ensure that landlord is going to repair damage before signing lease
- apts. better than houses because they are less expensive
- find out about safe and unsafe areas in the city 4
- take advice from counsellor about not associating with "bad friends"
- don't bring strangers in apt.
- take care of apt. in order not to keep deposit
- look for an appropriate size accomodation for needs
- look for accomodation in a safe, quiet area 2
- choose accomodation according to future financial circumstances 4
- rent newer houses (less maintenance problems) 2
- get information about Canadian lifestyle
- establish goals re: housing, job, education

38. INFO. NEEDED AFTER 6 MONTHS:
- damage deposit (what it is, how to get it back) 3
- inexpensive areas 5

- safe areas 6
- housing regulations/laws (leases, subletting) 6
- how to rent apt. 2
- tenants rights/obligations 5
- where to go to get information/complain 4
- housing programs 2
- refresher orientation
- "truth" about employment situation for immigrants
- what to do when gov't. sponsorship expires 2
- paying bills, cheque writing, utilities 2
- Canadian legal system/police 3
- information on Winnipeg/Canada sent to country of origin
- psychological support

38A INFO. NEEDED AFTER 1 YEAR:
- rental increases
- housing programs 9
- other assistance programs 8
- how to rent accomodation after sponsorship
- advantages/disadvantages of choosen area
- about moving out of province
- about relatives in country of origin from embassy
- characteristics of different areas in city in terms of safety, rent, utilities
- employment, how to apply for UIC 5
- Canadian lifestyle
- immigrant rights
- women's rights
- orientations should be more specific

39. BEST ADVICE:
- settlement agency counsellors 5
- settlement agency staff (other than counsellors)
- settlement agency volunteers 2
- no one 7
- friend(s) 4
- family
- Immigrant Access counsellor
- ESL schools

40. MOST IMPORTANT CONCERN:
- finding appropriate accomodation (i.e. close to schools, etc) 9
- finding accomodation according to financial requirements
- finding accomodation in safe area 4
- how to support family 2
- finding accomodation for large families 3
- the type of accomodation that would be "provided"
- lonliness 2
- learning language
- finding employment 2
- what to do when sponsorship expires

- marital
- no concerns 3

41. LOCATION OF CLOSEST FAMILY/FRIENDS IN WINNIPEG:
    - different areas 12
    - same area 7
    - no friends

41A LOCATION OF AMILY:
    - same area

42. WORRY ABOUT SAFETY FOR SELF:
    YES 7
    NO 2
    D.K.
    N/A
    N/R 9

42A. WORRY ABOUT SAFETY FOR CHILDREN:
    YES 10
    NO 2
    D.K.
    N/A 6
    N/R

43. INVOLVED IN SOCIAL CLUB:
    YES 7
    NO 10
    D.K.
    N/R 1

NOTE: the majority of YES responses represented church affiliation

44. BUS USAGE:
    YES 17
    NO 1
    N/R

45. OWN CAR:
    YES 3
    NO 15
    N/R 1

46. DESCRIPTION OF COUNTRY OF ORIGIN:
    - from El Salvador, city 11
    - from El Salvador, rural 4
    - from Guatamala, rural
    - from Argentina, city
    - from Nicaragua

47. DESCRIPTION OF HOME:
    - big
    - apartment in city 4
    - house in city 12
    - house in country 3
    - salvation army refugee camp in Mexico city
    - church refugee camp in U.S.A.
    - refugee camps in El Salvador

48. COUNTRY PRIOR TO CANADA:
- El Salvador 9
- U.S.A. 3
- Mexico 3
- Argentina
- Guatamala
- Costa Rica

49. DESCRIPTION OF IMMIGRATION:
- direct from El Salvador (via embassy) 9
- from Mexico (via embassy) 3
- from U.S.A. 3
- from Argentina
- from Guatamala
- from Costa Rica

50. SEPARATED FROM:
- family 16
- spouse
- children 4
- grandchildren
- friends 5

51. NUMBER OF FAMILY LIVING IN COUNTRY OF ORIGIN: ALL 11
MOST 5
SOME 2
NONE

52. SPONSORED OTHERS: YES 1
NO 17

52A EFFECT ON HOUSING SITUATION:
- share apartment with parents who they sponsored

53. WORRIES ABOUT SPONSORING:
- none 15
- spouse
- children 2
- sibling

54. WANT TO SPONSOR:
- child who was a part of family
- no one 15
- girlfriend
- sibling

54A ACCOMODATION:
- sibling would live with them

55. OCCUPATION IN COUNTRY OF ORIGIN:

- school teacher 2
- interviewer
- carpenter 4
- farm foreman
- home business
- university teacher
- management
- construction
- shoemaker
- mechanic
- sales clerk
- housekeeper
- retired
- accountant
- architectural design
- doctor
- tailor
- homemaker
- sales cashier
- student

56. EDUCATION LEVEL: NO EDUCATION 2
PRIMARY 9
SECONDARY 4
VOCATIONAL
UNIVERSITY 5
COLLEGE 2
PROFESSIONAL 1

DEMOGRAPHIC INFORMATION:

AGE:
50;28;34;35;32,35;45;50,45;52;52;23;50,45;45,48;60,60;42,31;32,28;35,40;28,28

RANGE: 28 - 60 years
MEAN: 40.5 years (n=26)

NOTE: For some cases, ages of respondent and spouse were provided and included in mean.

MALE: 12 FEMALE: 13

FIRST LANGUAGE: Spanish 18

SPONSOR: GOVERNMENT 14 PRIVATE: 1 CHURCH: 3

NUMBER OF CHILDREN: Range: 1-7 (n=13)
Mean: 3.2

NUMBER OF ADULTS: Range: 1-7 (n=18)
Mean: 2.4

TYPE OF HOUSE: HIGH RISE 3
LOW RISE
WALK-UP 6
SUITE IN HOUSE
TOWNHOUSE 3
DETACHED HOUSE 4

CARETAKER ON PREMISES: YES 14
NO 4

LANDLORD SAME AS CARETAKER: YES 1
NO 16
N/R 1

COMMENTS:

- minimal knowledge regarding assistance programs generally and specifically fro refugees/immigrants (e.g. housing programs, immigrant access services).
- minimal knowledge regarding renting/housing issues (e.g. deposits, leases and regulations).
- settlement agencies do not prepare refugees/immigrants for life in Canada adequately (i.e. in terms of housing, information about assistance, employment).
- some problems with CEIC policy regarding family members who are allowed to live together/separation of family members due to age and accomodation requirements.
- housing problems prevalent for large families (houses large enough and inexpensive are in bad areas and in poor condition).
- some problems with untrained volunteers who do not speak Spanish and are not knowledgeable about services/financial assistance programs.
- cases having specialized and specific needs do not receive attention
- minimal knowledge about handling bills, expenses, chequing accounts.

QUALITATIVE DATA - CODING SHEETS

INTERFAITH - TENANT INTERVIEWS

ETHNIC GROUP: Polish n=19

RESPONDENT CATEGORY: Single man, unmarried, no children 3

Single man, married, no children 1

Single man, married, children 1

Single woman, unmarried, no children 2

Single woman, married, no children

Single woman, married, children

Married couple, no children 3

Married couple, children 8

Married couple, older children

Older married couple

Widow/Widower with children 1

1. LENGTH OF TIME IN CANADA: 15 mos.; 10 mos.; 18 mos.; 13 mos.; 12 mos.; 15 mos.; 11 mos.; 15 mos.; 10 mos.; 13 mos.; 15 mos.; 12 mos.; 15 mos.; 8 mos.; 24 mos.; 12 mos.; 24 mos.; 16 mos.; 4 mos.

WINNIPEG: 15 mos.; 10 mos.; 18 mos.; 13 mos.; 12 mos.; 15 mos.; 11 mos.; 15 mos.; 10 mos.; 13 mos.; 15 mos.; 12 mos.; 15 mos.; 8 mos.; 24 mos.; 12 mos.; 24 mos.; 16 mos.; 4 mos.

RANGE: 4 - 24 months
MEAN: 13.8 months

2. FIRST HOME IN CANADA: YES 6 NO 13

WINNIPEG: YES 6 NO 13

3. DESCRIPTION OF PREVIOUS HOMES:
- too small 5
- problems with neighbours 6
- problems with neighbourhood (unsafe) 5
- problems with caretaker/landlord 2
- general maintenance problems (painting, plumbing, heating, electical) 5
- very nice 3
- clean 2

- not clean
- large 3
- was evicted along with another tenant due to problems with caretaker
- bad aroma from cooking
- problems finding apt. that would allow children (Toronto)
- required to leave by Health Dept. due to heating problems
- expensive

4. LENGTH OF RESIDENCE (PRESENT HOME): 10 mos.; 10 mos.; 9 mos.; 12 mos.; 12 mos.; 1 mo.; 10 mos.; 12 mos.; 5 mos.; 12 mos.; 3 mos.; 1 mo.; 13 mos.; 14 days; 8 mos.; 9 mos.; 7 days; 16 mos.; 4 mos.;

   RANGE: 7 days - 16 months
   MEAN: 8.6 months (n=17)

5. PERSONS IN UNIT: 5; 4; 3; 3; 2; 2; 4; 1; 1; 3; 2; 1; 1; 1; 3; 4; 4; 2; 3;
   RANGE: 1-5 persons/unit
   MEAN: 2.5 persons/unit

5A) PROBLEMS DUE TO CHILDREN: YES 2 NO 1 N/R 6 N/A 10

6. # OF FAMILY MEMBERS IN CANADA: 5; 4; 5; 3; 2; 3; 5; 1; 3; 3; 2; 1; 1; 2; 3; 4; 5; 5; 3;

   WINNIPEG: 5; 4; 5; 3; 2; 3; 4; 1; 3; 2; 1; 1; 1; 1; 3; 4; 4; 1; 3;

7. RELATION: husband, wife and children 8; spouse & in-laws; husband & wife 2; self 3; self, aunt, cousin; mother & children; common-law spouse; godmother & relatives; cousins;

8. WHO HELPED WITH HOUSE:
   - Interfaith/International Center 14
   - self
   - friends 4
   - relatives
   - church sponsors 4

8A) # OF APARTMENTS SEEN:
NONE 4
ONE 1
TWO 5
THREE 1
FOUR OR MORE 6
N/R 2

8B) SEEK APARTMENT ALONE:
YES 2
NO 10
N/R 7

8C) REASON:
- couldn't speak English
- wasn't told that this was allowed

9. REASON FOR CHOOSING FIRST HOME:
- appropriate size 4
- wanted to leave crowded conditons at settlement agency
- didn't know what to look for in apt/home. (ie. potential problems)
- better condition than other apt/homes seen 9
- quiet, safe area 4
- convenient area 5
- inexpensive 3
- clean 5
- told that this apt/home was better than others for less money
- new bldg.
- close to friend's apt.
- told by agency staff that they had been shown enough apt. and to choose
- pressure from settlement agencies
- had backyard for children
- didn't have choice, was arranged prior to arrival 4

9A) REASON FOR MOVING TO PRESENT HOME:
- larger 2
- cleaner 2
- better area 2
- convenient area
- better security

10. EXPECTATIONS:
- comfortable accomodation 5
- play area for children 2
- appropriate size 2
- ammenites
- quiet, safe area 3
- house rather apt. (because of children)
- good standard of housing 2

10A DISAPPOINTMENTS:
- unsafe area 5
- cockroaches
- neighbours (noise) 4
- problems with Manpower
- too small 2
- problem caretaker/landlord 3
- isolated
- poor standard of housing 2
- unclean apt.
- expensive apt.

11. CONTENT WITH PRESENT HOME: YES 10
NO 9
N/A

11A) REASON FOR DISCONTENTMENT:

- neighbours (noise) 3
- too small
- expensive laundry facilities
- expensive 2
- cooking smells in bldg.
- spouse died in home
- mice infested
- noise due to traffic
- poor quality of school
- not well furnished

12. ASSISTANCE WITH HOUSING PROBLEMS:
- landlord/caretaker 2
- friends 11
- self 5
- settlement agencies 9
- spouse
- family
- Manpower 2
- polish community
- church sponsor 2
- priest

13. PROBLEMS WITH PRESENT HOME: YES 10
NO 9
N/A

13A TYPE OF PROBLEMS:
- general maintenance (plumbing, heating/air, electical) 7
- neighbours (noise) 4
- noise from street lamp
- noise due to traffic
- nonfunctioning locks
- problems with appliances 3
- insects
- unresponsive caretaker/landlord 4

14. WHAT PROBLEMS SOLVED: ALL 3
SOME 3
NONE 4
N/A 9
N/R

14A HOW WERE PROBLEMS SOLVED: NOTHING DONE 5
MANAGEMENT 5
N/A 9
N/R

15. PROBLEMS REMAINING: N/A 9
NONE 2
SOME PROBLEMS 3
ALL PROBLEMS 5

15A METHOD OF SOLVING PROBLEMS: N/A 5
- spoke to landlord/caretaker 8
- moving after lease expires 6
- settlement agency intervention
- threatened to go to Landlord and Tenant Affairs

16. RELATIONSHIP WITH TENANTS/NEIGHBOURS:

NO RELATIONSHIP 3
GOOD 10
FAIR 1
POOR 1
N/A 3
N/R 1

17. PROBLEMS WITH LANDLORD: YES 4
NO 13
DOESN'T KNOW LANDLORD 1
N/R 1

NOTE: some respondents are referring to caretaker as well as landlord.

18. ABLE TO COMMUNICATE WITH LANDLORD: YES 10
NO 8
N/R 1

NOTE: see above comment

19. DIFFERENCE BETWEEN POSITIONS: YES 9
NO 10

NOTE: those respondents who did not know what a landlord was but understood other positions were coded as 'no'.

20. OTHERS PROBLEMS:
- insufficient finances 2
- heating problems 2
- unsafe areas 3
- problems with neighbours 5
- cockroaches/mice 4
- pressure from settlement agencies to accept poor quality housing
- problems with landlords/caretakers 5
- financial problems when sponsorship expires
- problems with church sponsors
- poorly maintained, dirty apts. 3

21. MOST COMMON PROBLEM:
- insufficient finances 4
- language barrier 8
- unfamiliar with city 13
- do not have adequate choices about housing 4
- no place to seek information/advice

- pressure from agencies to accept poor quality housing
- problems with understanding lease contents 3
- problems with understanding utility payment
- inadequate emphasis on the importance of condition reports
- insufficient assistance from immmigrant agencies
- inaccurate information/advice 2
- feelings of isolation/general unfamiliarity about lifestyle
- lack of support due to isolation
- maintenance problems related to inexpensive housing

22. UTILITY ASSISTANCE:
    - no one 2
    - settlement agency staff 11
    - friends 4
    - landlord 2
    - other immigrants

23. NOTICE: YES 10
NO 9
N/R

23A HOW THEY KNEW ABOUT NOTICE:
    - from lease 4
    - a friend who translated lease
    - caretaker/landlord 3
    - property manager

24. CAUSE TO LOSE DEPOSIT:
    - doesn't know 2
    - damage to suite 10
    - unclean suite 2
    - break lease 6
    - not subletting 2

NOTE: some responses were simply 'yes' or 'no'

24A HOW THEY KNEW ABOUT DEPOSIT:
    - settlement agencies 3
    - from experience 2

25. EVICTED DUE TO NOISE: YES 15
NO 2
D.K. 2
N/R

25A HOW THEY KNEW ABOUT NOISE:
    - observed other tenants being evicted due to noise violation
    - settlement agency staff 2
    - housing regulations

26. EVER EVICTED: YES 2
NO 17
D.K.
N/R

26A REASON FOR EVICTION:
- noise violation but this was a questionable eviction.
- told to leave by Health Dept. due to heating problems (not eviction in tbe strict sense).

27. MULTIPLE TENANCY REGULATIONS: YES 4
NO 7
D.K. 8
N/R

NOTE: NO response equals don't know

28. LEASE: YES 13
NO 6
D.K.
N/R

28A KNOWS LENGTH OF LEASE: YES 12
NO 2
N/A 5
N/R

28B KNOWS HOW TO GET OUT OF LEASE: YES 13
NO 2
N/A 5
N/R

NOTE: some respondents knew only one of two ways of getting out of lease. If either way was mentioned it was coded 'yes'.

30. CONDITION REPORT: YES 13
NO 6
D.K.
N/R

30A REASON FOR REPORT: YES 13
NO 4
D.K.
N/R 2

30B COPY OF REPORT: YES 7
NO 7
D.K.
N/R 5

31. TENANT INSURANCE: YES 3
NO 16
D.K.
N/R

31A KNOWLEDGE OF INSURANCE: YES 5
NO 14
N/R

32. KNOWLEDGE OF LEGAL AID: YES 2
NO 17
N/R

32A KNOWLEDGE OF LANDLORD & TENANT AFFAIRS: YES 3
NO 4
N/R
NOT INCLUDED 12

32B KNOWLEDGE OF INFO SERVICES: YES
NO
N/R
NOT INCLUDED 19

33. KNOWLEDGE OF RENT INCREASE: YES 9
NO 10
N/R

34. WORRY ABOUT RENT: YES 1
NO 18
D.K.
N/R

NOTE: a significant percentage of respondents indicated that while they were not currently worried about rent, they either had been concerned in past or may be concerned in future due to insufficient finances.

35. FINANCIAL ASSISTANCE (HOUSING): YES 3
NO 16
D.K.
N/R

35A TYPE OF HOUSING ASSISTANCE:
- student loan 2
- welfare 2

36. PROBLEMS WITH GOV'T ASSISTANCE (HOUSING): YES 1
NO 2
D.K.
N/A 16
N/R

36A TYPE OF PROBLEMS:
- late cheque delayed rent payment

37. ADVICE ABOUT HOUSING:
- do not make quick decisions about housing 3

- locate in Polish community
- for singles, locate downtown
- for families, locate in suburbs 2
- convenient location (close to bus, schools, gov't offices, etc) 4
- pay attention to condition of unit/condition report 10
- choose inexpensive housing 6
- do not choose housing which is too cheap 3
- safe area 7
- be aware of what is included in rent 3
- provide sufficient information about types of housing in order to make "good choice".
- do not locate downtown/north end 4
- behave property in order to avoid problems with landlord/caretaker
- advise against signing 1 year lease (hard to get out of) 2
- become familiar with housing laws
- choose apt. on your own; do not listen to the opinion of others

38. INFO. NEEDED AFTER 6 MONTHS:
- should know what is necessary
- refresher orientation after 1 month in apt. 3
- additional orientations every 2 months 2
- additional orientation 3-6 months after arrival 7
- orientation should be repeated while living at Interfaith/International Center
- pamphlet of immigrant services with contacts and phone numbers 2
- tenants rights and obligations 2
- housing programs 2
- education information 5
- employment information (making resumes, filling out applications) 7
- income tax information 4
- other immigrant assistance programs/services 3
- insurance information 4
- bank accounts 3
- information on different areas of the city (safety, price, housing standards)
- no expectation from church sponsors to provide orientation/information
- no additional info other than what is provided in newcomers guide provided by Polish Congress

38A INFO. NEEDED AFTER 1 YEAR:
- no additional orientations necessary
- additional orientations every 2 months

39. BEST ADVICE:
- no one 7
- settlement agency staff 5
- friends 5
- relative
- landlord

40. MOST IMPORTANT CONCERN:
- insufficient finances

- no means of support
- employment 4
- survival of family
- language 10
- isolation (lack of contact with people) 3
- stability 7
- a good school for children
- a house for children
- health
- sponsoring spouse and/or children 2
- adequate housing (i.e. in good condition).
- living on own for first time
- pursuing education 2
- having a normal life

41. LOCATION OF CLOSEST FRIENDS IN WINNIPEG:
    - same area in city 11
    - different areas in city 10

41A LOCATION OF FAMILY:
    - same area in city

42. WORRY ABOUT SAFETY FOR SELF:
    YES 2
    NO 16
    D.K.
    N/R 1

42A. WORRY ABOUT SAFETY FOR CHILDREN:
    YES 2
    NO 8
    D.K.
    N/A 8
    N/R 1

43. INVOLVED IN SOCIAL CLUB:
    YES 4
    NO 15
    D.K.
    N/R

44. BUS USAGE:
    YES 11
    NO 8

45. OWN CAR:
    YES 11
    NO 8

46. DESCRIPTION OF COUNTRY OF ORIGIN:
    - small city, Poland 4
    - medium city, Poland 2
    - large city, Poland 10
    - rural Poland 3

47. DESCRIPTION OF HOME:
    - apartment in city 9

- house in city 2
- house in country
- apt. in country
- parents apartment in city 6

48. COUNTRY PRIOR TO CANADA:
    - Poland 2
    - Greece 4
    - Italy 5
    - Austria 6
    - Sweden
    - West Germany

49. DESCRIPTION OF IMMIGRATION:
    - direct from Poland 2
    - direct from Greece 4
    - direct from Italy 5
    - direct from Austria 6
    - direct from West Germany

50. SEPARATED FROM:
    - parents 12
    - siblings 10
    - families 6
    - friends 4
    - spouse
    - spouse and children 2
    - child 2

51. NUMBER OF FAMILY LIVING IN COUNTRY OF ORIGIN:
    ALL 15
    MOST 3
    SOME
    NONE 1

52. SPONSORED OTHERS:
    YES 12
    NO 6
    N/R 1

52A EFFECT ON HOUSING SITUATION:
    - live with respondent 9
    - will have own housing 3

53. WORRIES ABOUT SPONSORING:
    - sibling and family
    - no one 9
    - siblings 2
    - spouse and children
    - parent

54. WANT TO SPONSOR:
    - sibling and family
    - friend 5

- siblings 3
- nephew
- parent
- family
- no one 7

54A ACCOMODATION:
- in respondent's home 8

55. OCCUPATION IN COUNTRY OF ORIGIN:
- counsellor
- electrician
- teacher 2
- pharmacist
- veterinarian
- office clerk 4
- audio & visual engineer
- lab technician
- sales clerk 2
- construction 2
- mechanic 2
- beautician
- farmer
- tour guide
- seamstress
- student 2
- University professor
- postman
- waiter

NOTE: for some interviews occupation for both respondent and spouse were provided.

56. EDUCATION LEVEL:
PRIMARY
SECONDARY 12
VOCATIONAL 4
UNIVERSITY 5
COLLEGE 4
PROFESSIONAL 1

NOTE: for some interviews education for both respondent and spouse were provided.

DEMOGRAPHIC INFORMATION:

AGE: 40,45;30,33;30,32;26,28;27,30;30;30;30;30,32;33,35;
35;38;23;22;25,22;40,45;

RANGE: 22-45 years (n=25)
MEAN: 30 years

NOTE: for some interviews age for both respondent and spouse were provided.

MALE:12 FEMALE: 11

NOTE: for some interviews gender for both respondent and spouse were provided.

FIRST LANGUAGE: Polish 15 Ukrainian 3

SPONSOR: GOVERNMENT 14 PRIVATE:2 CHURCH: 3

NUMBER OF CHILDREN:3;2;1;2;1;2;2;1

NUMBER OF ADULTS: 2;2;2;2;2;2;2;
1;1;1;1;1;2;2;
2;1;2

N/R 1

MEAN: 1.5 children (n=8)

MEAN: 1.6 adults (n=18)

TYPE OF HOUSE: HIGH RISE 6
LOW RISE 1
WALK-UP 5
SUITE IN HOUSE 1
TOWNHOUSE 4
DETACHED HOUSE 1

CARETAKER ON PREMISES: YES 12
NO 3
N/R 4

LANDLORD SAME AS CARETAKER: YES 2
NO 11
N/R 6

COMMENTS:

- orientations should include information on Canada's multicultural policy; discussion of different cultures in Canada; may reduce prejudice among ethnic groups.
- immigrants under utilize social services which are general and immigrant-specific due to lack of information and language problems; services including counselling should be explained to immigrants.
- additional orientations after arrival are necessary.
- polish immigrants avoid negotiating resolutions to problems with caretaker/landlord.
- no orientation/information for church sponsored immigrants (rely on sponsors who often do not know what info to provide and how to provide it and often provide inaccurate information). This is particularly important in the case of very young immigrants.
- lack of coherent information - info. which is provided is fragmented, not complete.
- improved newcomer's guide should be developed.
- sample of respondents appears to be evenly split regarding knowledge of services, Canadian lifestyle, housing issues, employment etc. Approximately 50% of respondents know a great deal about services, etc. while the other half have very little knowledge. A similar split exists over opinions about Canada, housing conditions, quality of assistance received from agencies. Some respondents were satisfied while others were very dissatisfied and stated that the living conditions in Canada were worse than where they came from.

LANDLORD/PROPERTY MANAGER - QUALITATIVE INTERVIEWS

CODING SHEET - n=17

1. CURRENT POSITION: Property Manager (not on premises) 15
Owner 2
Other: Leasing Officer
Executive Director

2. TIME IN CURRENT POSITION (in years): N/R 3
10;2.5;1;7;2;8;2.5;3.5;5;4;14;10;6;4;

RANGE: 1-14 years (n=14)
MEAN: 5.7 years

3. PROFILE OF TENANTS: N/R 2
- mix of immigrants/low income/social assistance tenants 7
- majority of immigrants
- mix of owners, renters, immigrant, middle and lower income tenants
- mix of immigrants and low to middle income tenants 2
- few immigrants, students, middle income and social assistance

4. TIME RENTING WITH AGENCIES: 2 YEARS OR LESS 3
3-5 YEARS 9
6-10 YEARS 1
FORMER CONTACT 2

5. AGENCIES WORKED WITH: INTERFAITH 14
INTERNATIONAL CENTER 12
CHURCH 2
IMMIGRATION AND SETTLEMENT SERVICES 2
INDIVIDUALS 1

6. LEVEL OF SATISFACTION WITH AGENCY(IES): VERY SATISFIED 4
SATISFIED 8
DISSATISFIED
VERY DISSATISFIED 1
N/R 2

6A DESCRIPTION OF PROBLEMS:
- late or no show for appts.
- settlement agency not always cooperative in assisting resolution of problems 2
- personnel from settlement agency complains about clients because they expect better accomodation
- agencies have no way of enforcing tenants to fulfill lease or no recourse when tenants "skip out on leases"
- some complaints from managers to agencies do not receive action
- agencies have attempted to get tenants out of leases without fulfilling lease requirements
- settlement agency does not always give adequate time for landlord to arrange unit according to required procedures
- neither agency fulfilled their promise to assist in resolving problems once

tenant was placed

7. CONTACT WITH TENANTS: YES 14
NO 1

7A OTHERS RESPONSIBLE FOR TENANTS:
- assistant to manager 2
- property/building manager 2
- caretaker 4

8. LANGUAGE(S) TO COMMUNICATE WITH TENANTS: ENGLISH 15
OTHER: French; Chinese;
Polish/Romanian; German;

8B CONTACTS TO TRANSLATE:
- agencies 8
- other tenants 4
- friend
- employee 3
- tell tenants to provide translator 2
- inadequate assistance in translators 3

9. LEVEL OF SATISFACTION WITH TENANTS:
VERY SATISFIED 1
SATISFIED 9
DISSATISFIED 3
VERY DISSATISFIED 1
N/R

9A DESCRIPTION OF PROBLEMS/LACK OF PROBLEMS:
- no problems 2
- no damage to units 3
- leave units clean 2
- multiple tenancy 10
- poor house cleaning standards 8
- breaking lease (no notice or sublet) 10
- noise 8
- lack of communication 5
- cooking style
- drugs/prostitution
- insects 5
- no understanding of how to operate facilities/utilities 3
- damage to unit
- lack of understanding regarding rental payment procedure

9B REASONS ATTRIBUTED TO PROBLEMS:

1) MULTIPLE TENANCY
- lack of understanding of multiple tenancy regulation 3
- lonliness
- living together after being evicted from unit
- culture norm 7
- violation of regulation (making money off system)

2) CLEANLINESS/INSECTS
- deliberate violation of cleanliness standards
- variation of cleanliness standards due to lack of knowledge 5
- lack of knowledge/understanding of facilities/utilities 3

3) NOISE
- deliberate violation of rules tenants understand 3
- children in hallway, lack of understanding of noise regulations
- cultural behaviour of constantly visiting/"constant chatter"
- lack of understanding due to language barrier 3

4) BREAKING LEASE
- lack of knowledge re: obligations 4
- deliberate violation of understood obligations 4
- gov't. funding expires and can't afford rent 4
- find employment and can't afford rent

5) COOKING STYLES
- culture

6) DRUGS/PROSTITUTION
- influence/active recruitment of new refugees by former refugees
- lack of support/supervision after placement in apt.
- boredom/nothing to occupy time

10. UNDERSTAND RENTAL PROCEDURES: YES 7
NO 10
D.K

10A DESCRIPTION OF PROCEDURES NOT UNDERSTOOD:
- idea of fulfilling 1 year lease 3
- sublet requirement 4
- providing notice 5
- do not understand responsibilities connected with signing lease 2
- do not understand noise regulations 2
- do not understand rent payment procedure
- do not understand paper requirements 2

10B WHO EXPLAINS PROCEDURES:
- not explained by management
- assumes Interfaith/International Center explains procedures 4
- management contacts agencies 3
- management 3
- tells tenant to bring translator (agency or other tenant) 2

11. CONDITION REPORT COMPLETED: YES 13
NO
N/R 2

11A COPY TO TENANT: YES 11

NO 2
N/R 2

NOTE: where response is "no", copy goes to referring agency/retained by management company on file.

12. UNDERSTAND CONDITION REPORT: YES 10
NO 4
D.K
N/R 2

NOTE: One respondent indicated yes and no as response. Indicated that this depended upon country of origin and ability to speak English.

12A WHO EXPLAINS REPORT:
- management contacts agencies 3
- manager
- manager in conjunction with agency translator (when available)
- report not completed, time consuming 2

13. UNDERSTAND DAMAGE DEPOSIT/CONDITIONS FOR RETURN: YES 11
NO 3
D.K 1
N/R 1

13A ASPECT NOT UNDERSTOOD:
- some tenants unable to connect report to deposit return 3
- do not understand standard of cleanliness required in order to have deposit returned 2

13B WHO EXPLAINS DEPOSIT:
- management contacts agencies 2
- management ensures that translator from agency is present
- manager
- manager in conjunction with agency translator (when available)

14. DEPOSITS NOT RETURNED: YES 9
NO 3
N/R 3

NOTE: where respondent indicated that a portion of deposit was retained, response was coded 'yes'

14A FREQUENCY: ALL OF THE TIME 1
MOST OF THE TIME 5
OCCASIONALLY 2
RARELY 1
N/A 4
N/R 2

14B DESCRIPTION OF CIRCUMSTANCES:
- lease broken 4

- unclean unit 7
- visible damage to unit 3
- carpet cleaning

14C REASON(S) ATTRIBUTED TO PROBLEM:
- cultural propensity toward uncleanliness
- variation in standards of cleanliness
- irresponsible tenants 5
- do not understand standard of cleanliness 6
- effects of poverty

15. RECEIPT FOR DEPOSIT: YES 12
NO
N/R 3

16. UNDERSTAND CONTENTS/IMPLICATIONS OF LEASE: YES 10
NO 6
N/A 1
D.K

16A SECTIONS OF LEASE NOT UNDERSTOOD: YES 5
NO
N/A 11
N/R

16B DESCRIPTION OF SECTIONS NOT UNDERSTOOD:
- providing notice 4
- fulfilling time requirement of lease 4
- multiple tenancy regulations
- noise regulations 3
- concept that lease is a legal contract 2

16C WHO EXPLAINS LEASE:
- assumes lease is explained by Interfaith/International Center 3
- assumes warning letters are translated by agency staff
- problems due not relate to lack of understanding lease contents
- management contacts agencies
- manager in conjunction with translator (when available)

17. PROBLEMS WITH SPECIFIC GROUPS: YES 9
NO 7
D.K

17A DESCRIPTION OF PROBLEM/GROUP:
- SouthEast Asians - cockroaches 5; gang problems; breaking leases 3; noise 4; multiple tenancy 3; housekeeping 8; less motivation to work;
- Eastern Eurpoeans - breaking leases 2; noise; more motivation to work;
- Central/South Americans - noise 2; drugs/prostitution; less motivation to work;
- Single males - housekeeping; noise; multiple tenancy

17B METHOD OF RESOLVING PROBLEM:
- not reported by tenants, requires fumigation of building 2
- provide verbal and written warnings 3
- management contacts agencies 2
- evictions 2
- discontinued renting through agencies

18. NOTICE TO TERMINATE TENANCY:
YES 4
NO 8
N/R 3

18A FREQUENCY:
ALL OF THE TIME
MOST OF THE TIME
OCCASIONALLY 3
RARELY 1
N/A 7
N/R 3

18 REASON(S) ATTRIBUTED TO PROBLEM:
- gang problems
- noise 3
- drugs/prostitution 2
- parties 2
- multiple tenancy

19. UNDERSTAND RIGHTS AND OBLIGATIONS:
YES 7
NO 4
D.K 2
N/R 3

NOTE: Two respondents indicated that 50% know about rights/obligations while other 50% do not. One respondent coded as "N/R" indicated that understanding rights/obligations was dependent upon the type of landlord i.e. good or bad.

20. AWARENESS LANDLORD AND TENANT AFFAIRS:
YES 2
NO 4
D.K 4
N/R 5

21. INVOLVED IN MEDIATION/ARBITRATION WITH LANDLORD AND TENANT AFFAIRS:

YES 10 NO 3 N/R 2

21A FREQUENCY:
ALL OF THE TIME 1
MOST OF THE TIME
OCCASIONALLY 2
RARELY 6
N/A 3
N/R 2

21B REASON(S) ATTRIBUTED TO PROBLEM:

- did not involve immigrant tenants 6
- different standards of cleanliness
- lack of responsiblity
- ignored verbal and written warnings
- person who subletted unit left, obtained arrears from original tenant

22. ADDITIONAL ORIENTATIONS: YES 5
NO 2
D.K 2
N/R 3

23. ISSUES REQUIRING ADDITIONAL INFORMATION:
- cleanliness standards/operation of facilities 5
- require more support/supervision after placement 3
- written documents should be translated into languages
- general housing issues/rental procedures 4
- tenants rights and obligations
- psychological support/counselling

24. ORGANIZATION TO PROVIDE ADDITIONAL INFORMATION:
- government should find employment for immigrants to teach them responsibility
- Immigration should incoporate housing info into ESL classes
- Landlord and Tenant Affairs could provide orientations on specific housing issues
- settlement agencies 3
- government

DURATION OF INTERVIEW (in minutes): 20;20;60;50;45;30;35;40;40;30;30;55;30;45;30

MEAN: 37.3 minutes (n=15)

COMMENTS:
- stated that Landlord and Tenant Affairs was "fair" although does not always agree with decisions.
- complained that CEIC funding was not high enough to cover costs (i.e. regular maintenance and upgrading).
- suggested that CEIC might change occupancy regulations to allow more than one person per unit.
- assumption that procedures, conditions, lease, correspondence was translated and explained to tenants.
- frustration with the "system"; respondent/agencies know of ways that system could by improved i.e. direct payment of rent by CEIC; longer orientation period.
- problems with immigrant tenants almost caused company to discontinue renting to Interfaith/International Center clients 2
- cynical attitude toward immigrant tenants due to problems with Asian gang members/Central American tenants 2
- comparison of immigrant and low income/social assistance tenants - no differences in problems experienced but attributed different causes for the problems (immigrant = lack of knowledge; low income = poverty, irresponsibility). While this thinking was exhibited by majority of respondents, not all were able

to establish comparision or thought there were differences for causes of problems 3
- very few differences between immigrant and non-immigrant tenants and problems 6
- comparison between ethnic groups in terms of motivation to work
- influence of former refugees on new refugees
- prostitution was respondent's term. Did not mention police involvement - doubt whether actual prostitution was occuring.
- additional orientations should be provided over extended period of time
- need for on-going support services after placement 7
- respondent was former contact; was not aware of why company was placed on former contact list (i.e. were no problems); considered that agency was "doing us a service by filling our buildings" and "we were doing them a service by providing buildings". According to this respondent most of the problems which arise could be attributed to culture i.e. lack of knowledge.
- more translators required to ensure availability when basic information is being provided by manager 4
- both landlords and managers need more information 2
- problems with condition reports not being completed/time consuming/rush during move-in creates problems with tenants understanding report and implications.

APPENDIX 4

FOCUS GROUP PROTOCOL - TENANTS

GUIDELINES

INTERFAITH FOCUS GROUPS WITH TENANTS

1. NOW THAT YOU HAVE BEEN IN CANADA FOR SOME TIME, WHAT WAS THE BIGGEST DIFFERENCE BETWEEN WHAT YOU EXPECTED AND WHAT HAS ACTUALLY HAPPENED TO YOU AND YOUR FAMILY?

2. WHAT WAS YOUR FIRST REACTION TO THE APARTMENT OR HOUSE YOU FIRST MOVED INTO (AFTER BEING AT THE INTERNATIONAL CENTRE, INTERFAITH, SPONSORS)? *(WHAT WAS THEIR REACTION TO THE PLACE THEY FIRST RENTED FOR THEMSELVES?)*

   - CLEANLINESS
   - LOCATION
   - OTHER NEIGHBOURS (DO THEY FEEL SAFE? IS THERE NOISE? DO THEY TALK TO OTHERS IN THE BUILDING?
   - SAFETY (IN THE APARTMENT?, IN THE BUILDING?, IN THE AREA?)

3. DO YOU THINK NEWCOMERS ARE TREATED FAIRLY BY LANDLORDS AND CARETAKERS.

   - DO NEWCOMERS KNOW WHAT IS EXPECTED?
   - DO LANDLORDS/CARETAKERS MAKE ENOUGH EFFORT TO UNDERSTAND NEWCOMERS' PROBLEMS

4. WHAT IS YOU OPINION OF THE WORK DONE BY THE FOLLOWING AGENCIES IN HELPING NEWCOMERS SETTLE IN WINNIPEG. DID THEY GIVE YOU ALL THE INFORMATION YOU NEEDED?

   - INTERFAITH
   - INTERNATIONAL CENTRE
   - IMMIGRANT ACCESS

5. WHAT COULD BE DONE TO IMPROVE HOUSING AND SETTLEMENT FOR NEWCOMERS?

   - BY GOVERNMENT?
   - BY THE AGENCIES?
   - BY THE NEWCOMERS?

APPENDIX 5

LANDLORD PROTOCOL

PROTOCOL
LANDLORD/RESIDENT MANAGER RESPONDENTS

1. Currently are you:

   a) Landlord living on premises
   b) Landlord not living on premises
   c) Manager living on premises
   d) Manager not living on premises
   e) Caretaker living on premises
   f) Caretaker not living on premises
   g) combination: specify _____

2. How long have you retained this/these position(s)?

3. Please describe the type of tenants in your building/home?

4. How long have you been renting the premises to refugees?

5. Do you work in conjunction with:

   a) Interfaith

   b) International Centre

   c) Immigration and Settlement Services

   d) Churches

   e) Other: specify _____

6. Generally, have the relationships between you and these agencies been satisfactory?

   a) If not, what problems have existed?

7. Do you have direct contact with the tenants regarding their housing requirements and agreements?

   a) If not, who is responsible for dealing with the tenants?

8. In what languages are able to communicate with the tenants?

   a) English

   b) Other: specify _____

   c) If you are not able to communicate with tenants, who do you contact in order to communicate with the tenants?

9. Generally, are you satisfied with the tenants which are referred to you by these organizations?

a) If not, what problems have existed? (probe: late rent payment; noise; number of persons in unit)

b) What reasons do you attribute to the occurrence of these problems? (i.e. lack of understanding of rules/regulations by tenant; cultural differences)

10. Do you find that tenants understand issues relating to rental procedures and housing issues? (e.g. notice; noise; number of persons per unit; rental payment; utilities)

a) If not, what procedures/issues do they not understand?

b) Do you refer them to someone/organization in order to explain these procedures/issues?

11. Do you normally complete a rental unit condition report?

a) If yes, do you give a copy to the tenant?

b) If not, why not?

12. Do you find that tenants understand the purpose and implications of the rental unit condition report?

a) If not, do you contact or refer them to someone/organization in order to explain the purpose of the report to them?

13. Do you find that tenants understand what a security/damage deposit is and what the conditions of return of the deposit are?

a) If not, what do they not understand about the security/damage deposit?

b) If not, do you contact or refer them to someone/organization in order to clarify what a security deposit is and the conditions of return of the deposit to them?

14. Have there been instances where security/damage deposits have not been returned to the tenant?

a) If yes, how frequently does this occur?

b) If yes, under what circumstances has this occurred?

c) If yes, what reasons do you attribute regarding why these situations occurred? (i.e. lack of understanding by tenant; cultural differences)

15. Do you give a receipt for the security deposit to the tenant?

16. Do you find that tenants understand the contents and implications of a tenancy agreement or lease?

a) If not, are there particular sections that the tenants do not understand? If so, what sections?

b) If not, do you contact or refer them to someone/organization in order to explain the contents and implications of a tenancy agreement to them?

17. Are there particular problems with renting to tenants from specific ethnic groups?

a) If so, what are these problems?

b) If so, which ethnic groups?

c) If so, how do you handle these problems?

18. Have you ever given notice to terminate tenancy for violation of regulations?

a) If so, how frequently does this occur?

b) If so, under what circumstances has this occurred?

c) If so, what reasons do you attribute to this situation occurring? (i.e. lack of understanding by tenant; cultural differences)

19. Do you think that tenants are aware of and understand their rights and obligations?

20. Do you think that tenants are aware of Landlord and Tenant Affairs and the services which they provide?

21. Have you been involved in formal mediation, arbitration or a hearing with a tenant and Landlord and Tenant Affairs?

a) If so, how frequently has this occurred?

b) If so, what were the circumstances of the situation(s)?

c) If so, what reasons do you attribute regarding why this/these situation(s) occurred? (i.e. misunderstanding by the tenant; cultural differences)

22. Do you think that immigrants/refugees should receive additional orientations regarding renting and housing issues?

23. On what issues do tenants require additional information?

24. What organization/agency do you think should provide this service?

APPENDIX 6

FOCUS GROUP PROTOCOL - SETTLEMENT COUNSELLORS

FOCUS GROUP PROTOCOL
SETTLEMENT COUNSELLORS

1. What are your responsibilities in your organization? (i.e., education; advocacy)

2. How well do you think clients understand the following after their orientations?

   - rental procedure
   - tenant rights and obligations
   - landlord rights and obligations
   - security deposit; notification of termination of lease
   - Landlord and Tenant Affairs services
   - contents and implications of rental unit condition report

2a. Do you think Settlement Services should be involved in filling out the condition report and retaining a copy?

3. Can you tell me what kinds of housing problems you have encountered while assisting your clients?

   Probe:
   - building conditions
   - landlord/manager and newcomer tenant relations
   - newcomer expectations
   - perceived pressure experienced by newcomer to accept unsatisfactory accommodation

3b. What do you think are the most common problems?

4. What do you feel is the impact of cultural differences on the relationships between landlord/managers and newcomers.

5. What do you feel is the impact of cultural differences on newcomers' expectations for housing?

6. Do you think additional orientations are required? (i.e., do you think newcomers get too much information too soon?)

7. Can you suggest changes in content, presentation, structure or timing of orientations?

8. Is there a role newcomers could fulfil in the settlement process after they have been here for a while?

9. What could Landlord and Tenant Affairs do differently?

10. What could Immigration and Settlement Services do differently?

11. What could CEC do differently?

12. Do you have any other suggestions that would help newcomers in the settlement process?